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Programme performance of the United Nations for the biennium 1996-1997

Report of the Secretary-General

Addendum

Programme performance by section of the programme budget for the biennium 1996-1997

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Section 2. Political affairs

Actual programme performance in relation to the commitments in the programme budget for the biennium 1996-1997 (A/50/6/Rev.1)

(Expressed in number of outputs)

Programme	Programmed	Implemented	Departures from programmed commitments			Addition by		Work-months utilized			
			Reformulated	Postponed	Terminated	Legislation	Secretariat	Regular budget	Extra-budgetary	Total[a]	
Good offices, preventive diplomacy, peacemaking, peacekeeping, research and the collection of information	5	5	—	—	—	—	—	477.50	6.50	484.00	P
								—	—	—	C
Political and Security Council affairs	17	15	—	1	1	2	2	409.00	21.00	430.00	P
								3.00	28.00	31.00	C
General Assembly affairs	33	33	—	—	—	2	—	355.00	—	355.00	P
								—	—	—	C
Special political questions, trusteeship and decolonization	40	24	8	—	8	—	—	6.00	—	6.00	P
								—	—	—	C
Question of Palestine	96	68	5	5	18	—	—	172.50	—	172.50	P
								—	—	—	C
Enhancing the effectiveness of the principle of periodic and genuine elections	2	1	—	—	1	—	5	3.00	—	3.00	P
								4.00	—	4.00	C
Disarmament	117	106	—	2	9	—	—	373.75	—	373.75	P
								16.00	—	16.00	C
Section total	**310**	**252**	**13**	**8**	**37**	**4**	**7**	**1 796.75**	**27.50**	**1 824.25**	**P**
								23.00	**28.00**	**51.00**	**C**

[a] P = Professional
C = Consultant

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Section 2. Political affairs

2.1 In the implementation of the approved programme of work of the Department of Political Affairs (DPA) for the biennium 1996-1997, the Department was confronted with an increased number and complexity of many of the disputes and conflicts monitored by the regional divisions. The number of special envoys and representatives of the Secretary-General, as well as the responsibility associated with their good offices, also increased. The "oil for food" programme, authorized under Security Council resolution 986 (1995) of 14 April 1995, necessitated the redeployment of staff within the Department and the recruitment of temporary staff in order to fully implement the resolution. In addition, the shifting of priorities and the successive reorganizations of the Department caused frequent managerial and staff changes affecting the full implementation of the programme of work.

2.2 In spite of these problems, and an average vacancy rate in Professional posts of 10 per cent, the Department registered an implementation rate of 80 per cent. The main shortfall in implementation, relating to the programme dealing with the Question of Palestine, was a result of the decision by the Committee on the Exercise of the Inalienable Rights of the Palestinian People to adjust the 1996-1997 programme of work. In the light of this, 20 meetings, seminars, symposium and meetings of non-governmental organizations (NGOs), which were budgeted separately, were combined as far as possible and their periodicities were streamlined to sharpen the focus and to increase the usefulness of those meetings while reducing overall expenditures. Furthermore, three regional seminars were reformulated and four were terminated in view of emerging priorities and the financial crisis. Four preparatory meetings for regional seminars were merged into an annual consultation of the Committee with representatives of the NGO Coordinating Committee.

2.3 Although it experienced an acute shortage of staff, the Africa I Division assisted in the implementation of the political mandates of the United Nations missions in Angola, Sierra Leone, Somalia and Western Sahara, including the mission to the Libyan Arab Jamahiriya. Furthermore, it coordinated the preparation of the Secretary-General's reports on Africa and built capacities for research, information gathering and analysis, including regular participation in relevant conferences.

2.4 The Africa II Division prepared reports and briefings on a variety of issues to relevant intergovernmental bodies. With the increased demand to react to developments in crisis situations, the Division was challenged to respond to a growing workload with fewer staff members who were asked to service special missions of representatives and envoys of the Secretary-General to the regions of Central and West Africa, including administrative, programme and budgetary aspects of their missions.

2.5 The Americas Division monitored political developments in 34 countries in North, Central and South America and the Caribbean. It prepared over 150 briefing notes and analytical reports and provided support to the United Nations field missions in Guatemala and Haiti, including political, liaison and operational aspects. With regard to Guatemala, the Division experienced an increase in the number of activities resulting from the expansion of the mandate of the United Nations Verification Mission in Guatemala (MINUGUA) to cover the verification of all peace accords.

2.6 The Europe Division carried out activities related to international cooperation, settlement of disputes, special missions, good offices and fact-finding missions on issues involving the Continent. These included, Transcaucasia, Cyprus and the Mediterranean Sea and the implementation of decisions adopted by the General Assembly and the Security Council. In the area of regional, political and security cooperation, the Division maintained

effective relations with regional and interregional organizations and prepared a report of the Secretary-General on cooperation between the United Nations and the Organization for Security and Cooperation in Europe (OSCE).

2.7 The East Asia and the Pacific Division liaised with relevant Member States and intensified its contacts with NGOs and research institutes specializing in political and security issues of concern to the countries in the Asia-Pacific region.

2.8 The West Asia Division prepared reports of the Secretary-General on the strengthening of security and cooperation between the United Nations and the League of Arab States (LAS) as well as between the United Nations and the Organization of the Islamic Conference (OIC). It also provided substantive servicing to a number of important meetings, which included the general meetings between the United Nations system, LAS and OIC, the three meetings convened by the Secretary-General for the 21 Member States on Afghanistan and meetings of the Conciliation Commission for Palestine.

2.9 The General Assembly Affairs Division provided secretariat services to the plenary meetings of the General Assembly and served as secretariat for various ad hoc bodies such as the Open-ended Working Group on the Question of Equitable Representation and Increase in the Membership of the Security Council and Other Matters Related to the Security Council. It also provided substantive services for meetings and consultations of subsidiary bodies of the General Assembly, in addition to technical services in the form of planning and organization of all activities and services related to the sessions of the General Assembly, the work of the Main Committees and subsidiary organs.

2.10 The Electoral Assistance Division carried out parliamentary services and liaised with various intergovernmental, non-governmental and regional organizations to enhance the effectiveness of the principle of periodic and genuine elections. Overall, the Division's focus was on operational activities, which accounted for over 90 per cent of its resources. In total, 34 projects were reviewed and 19 implemented during the biennium. Twenty-eight assessment and evaluation missions were undertaken, all of which were financed through extrabudgetary resources.

2.11 The Centre for Disarmament Affairs provided administrative and secretariat support to the annual sessions of the First Committee, the biannual sessions of the Disarmament Commission and the annual sessions of the Conference on Disarmament. In addition, substantive services were provided to the annual sessions of the Ad Hoc Committee on the Indian Ocean, as well as to a number of review and special conferences of multilateral disarmament agreements and their respective preparatory committees.

2.12 As a result of the efficiency reviews conducted by the Secretary-General to reduce costs and increase efficiency, the special meeting of the First Committee of the General Assembly commemorating Disarmament Week and the Pledging Conference for the United Nations Disarmament Information Programme, as well as the publication *El Boletin* were terminated when the operation of the Lima Centre was suspended owing to the total depletion of its voluntary trust fund.

Section 3. Peacekeeping operations and special missions

Actual programme performance in relation to the commitments in the programme budget for the biennium 1996-1997 (A/50/6/Rev.1)

(Expressed in number of outputs)

			Departures from programmed commitments			*Addition by*		*Work-months utilized*			
Programme/subprogramme	*Programmed*	*Implemented*	*Reformulated*	*Postponed*	*Terminated*	*Legislation*	*Secretariat*	*Regular budget*	*Extra-budgetary*	*Total*[a]	
Peacekeeping operations and special missions											
Peacekeeping operations	120	120	–	–	–	–	–	46.10	47.80	93.90	P
Section total	**120**	**120**	**–**	**–**	**–**	**–**	**–**	**46.10**	**47.80**	**93.90**	**P**

[a] P = Professional

Section 3. Peacekeeping operations and special missions

3.1 During the biennium 1996-1997, the Department of Peacekeeping Operations (DPKO) carried out its responsibilities for the implementation of Security Council mandates that establish peacekeeping operations. The implementation of its programme of work involved the planning, deployment, management and liquidation of all peacekeeping operations through the provision of political, operational, administrative and logistical support. In addition, administrative and logistical support was provided to a number of other field operations and trust funds which fall under the political direction of the Department of Political Affairs and other United Nations entities.

3.2 More specifically, the Department provided the overall coordination of military, civilian police, logistic, humanitarian, electoral, human rights and other aspects of peacekeeping planning and prepared comprehensive recommendations of the Secretary-General to the Security Council. This work required consultation with the parties to the conflict, interested Member States, potential troop-contributing countries, regional organizations and other Departments of the Secretariat and United Nations agencies concerned. It also required the dispatch of full, multidisciplinary reconnaissance missions to the field; the development of concepts of operations and possible mandates addressing a number of multidisciplinary requirements; and the drafting of successive reports of the Secretary-General to the Security Council.

3.3 In 1996, the Department drafted approximately 71 reports of the Secretary-General to the Security Council; 59 letters from the Secretary-General to the President of the Security Council; and 165 background notes for the Security Council. In 1997, it drafted approximately 59 reports of the Secretary-General to the Security Council (55 on established missions and 4 on possible missions); 71 letters from the Secretary-General to the President of the Security Council; and 146 background notes for the Security Council. A new reporting requirement, introduced in 1997, was the preparation of weekly updates for the Security Council.

Section 4. Outer space affairs

Actual programme performance in relation to the commitments in the programme budget for the biennium 1996-1997 (A/50/6/Rev.1)

(Expressed in number of outputs)

Programme	*Programmed*	*Implemented*	*Departures from programmed commitments*			*Addition by*		*Work-months utilized*			
			Reformulated	*Postponed*	*Terminated*	*Legislation*	*Secretariat*	*Regular budget*	*Extra-budgetary*	*Total*[a]	
Peaceful uses of outer space	116	84	–	8	24	1	–	151.00	19.00	170.00	P
								1.00	1.00	2.00	C
Section total	**116**	**84**	**–**	**8**	**24**	**1**	**–**	**151.00**	**19.00**	**170.00**	**P**
								1.00	**1.00**	**2.00**	**C**

[a] P = Professional
C = Consultant

Section 4. Outer space affairs

4.1 During the biennium 1996-1997, the Office for Outer Space Affairs implemented about 73 per cent of its programme of work. It made significant contributions to the promotion of international cooperation in the peaceful uses of outer space through the work of the Committee on the Peaceful Uses of Outer Space and its subsidiary bodies and contributed to the progressive development of the international legal regime governing space activities.

4.2 Through the United Nations Programme on Space Applications, the Office for Outer Space Affairs contributed to the strengthening of indigenous capability of developing countries in the utilization of space technology and its applications and led international efforts to establish regional centres for space science and technology education. It also contributed to the success of the third Space Conference of the Americas, held in Punta del Este, Uruguay, in 1996, which led to the strengthening of the regional mechanisms for cooperation in space activities in Latin America and the Caribbean. The Conference adopted the Declaration of Punta del Este and Plan of Action, which identified specific space applications programmes being implemented through international cooperation in the region.

4.3 The increased demands of developing countries for technical advisory services to implement pilot projects with the use of space technology for socio-economic development taxed the declining human and financial resources available to the Programme. The capacity of the Office to provide specialized material requiring digital remote sensing, image processing and graphic information system packages was also reduced.

4.4 Workshops on selected topics concerning space science and technology and its applications and one training course for participants from developing countries on remote sensing communication, satellite meteorology and space science were cancelled and all issues of the monthly survey of *Selected Events in the Peaceful Uses of Outer Space* were terminated as a result of the efficiency review. In addition, five recurrent publications dealing with the preparation of technical and legal studies on new developments in space technology and their economic and social application were postponed.

Section 6. Legal activities

Actual programme performance in relation to the commitments in the programme budget for the biennium 1996-1997 (A/50/6/Rev.1)

(Expressed in number of outputs)

			Departures from programmed commitments			*Addition by*		*Work-months utilized*			
Programme	*Programmed*	*Implemented*	*Reformulated*	*Postponed*	*Terminated*	*Legislation*	*Secretariat*	*Regular budget*	*Extra-budgetary*	*Total*[a]	
International Law	307	277	1	19	10	–	43	506.25	10.00	516.25	P
								7.00	–	7.00	C
Law of the sea and ocean affairs	64	53	–	–	11	–	–	269.00	–	269.00	P
								–	–	–	C
United Nations Administrative Tribunal (including its secretariat)	8	8	–	–	–	–	–	6.00	6.00	12.00	P
								–	–	–	C
Section total	379	338	1	19	21	–	43	781.25	16.00	797.25	P
								7.00	–	7.00	C

[a] P = Professional
C = Consultant

Section 6. Legal activities

6.1 The Office of Legal Affairs (OLA) maintained an average vacancy rate of 14 per cent for Professional posts during the biennium 1996-1997. Its implementation rate of 86 per cent was substantively higher than what it had achieved during the previous biennium.

6.2 During the period under review, the General Legal Division logged over 9,281 written requests for legal advice and support assistance and was involved in settling disputes through negotiation and court proceedings. In 1997, for example, 18 major claims involving over $48 million were settled amicably through negotiation for approximately $8.8 million. The Division participated in the drafting of two reports of the Secretary-General to the General Assembly containing proposals defining the scope of the Organizations's liability for activities of peacekeeping forces and prepared a draft code of conduct for the United Nations.

6.3 Response time for submissions relating to the registration of treaties was reduced from 17 months in March 1996 to 4 months in December 1997 as a result of streamlining and improved management. During 1996-1997, 36 monthly *Statements* were issued as opposed to 18 during 1994-1995. The number of volumes of the United Nations *Treaty Series* printed during the same period far exceeded what had been projected, thus contributing to the reduction of the backlog. A factor in the production increase was the integration of the Copy Preparation and Proof-Reading Section of the Office of Conference and Support Services into the Treaty Section in January 1997. As a result of automation and in-house processing and printing, the production time of the *Cumulative Index* decreased threefold and three sets of indexes (6 volumes in English and French) were issued during 1996-1997 as opposed to one in the previous biennium.

6.4 The United Nations Commission on International Trade Law (UNCITRAL), adopted the Model Law on Electronic Commerce and the Model Law on Cross-Border Insolvency. However, owing to the financial crisis and the resulting freeze on recruitment and budgetary cuts, the International Trade Law Branch was not able to prepare certain reports nor to organize a symposium scheduled for 1997. Furthermore, five parliamentary reports were terminated and substantive servicing to four working groups was not provided. Five publications were postponed for logistical reasons and the further reduction in research capacity threatened the quality of work, resulting in delays in the law-making process.

Section 7A. Department for Policy Coordination and Sustainable Development

Actual programme performance in relation to the commitments in the programme budget for the biennium 1996-1997 (A/50/6/Rev.1)

(Expressed in number of outputs)

			Departures from programmed commitments			*Addition by*		*Work-months utilized*			
Programme	*Programmed*	*Implemented*	*Reformulated*	*Postponed*	*Terminated*	*Legislation*	*Secretariat*	*Regular budget*	*Extra-budgetary*	*Total*[a]	
Policy development and coordination	87	69	3	3	12	9	5	220.00	10.00	230.00	P
								26.00	3.00	29.00	C
Natural resources	4	4	—	—	—	4	—	20.00	7.00	27.00	P
								—	—	—	C
Energy	13	9	1	1	2	8	—	35.50	12.00	47.50	P
								—	—	—	C
Global social issues and policies	33	14	7	—	12	1	—	80.00	—	80.00	P
								—	—	—	C
Social integration	34	24	2	6	2	1	—	102.00	—	102.00	P
								—	—	—	C
Advancement of women	83	67	2	4	10	22	—	263.00	25.00	288.00	P
								12.00	6.00	18.00	C
Sustainable development	82	78	1	2	1	165	26	419.00	289.50	708.50	P
								7.50	115.00	122.50	C
Section total	**336**	**265**	**16**	**16**	**39**	**210**	**31**	**1 139.50**	**343.50**	**1 483.00**	**P**
								45.50	**124.00**	**169.50**	**C**

[a] P = Professional
C = Consultant

Section 7A. Department for Policy Coordination and Sustainable Development

7A.1 Although the vacancy rate for Professional posts in the Department for Policy Coordination and Sustainable Development averaged 15 per cent during the biennium 1996-1997, the implementation rate was 83 per cent, 7 percentage points higher than during the biennium 1994-1995. It was, however, necessary in some instances to either postpone or terminate some activities in order to carry out activities in priority areas. The negative impact expected as a result of the reduction in resources was partially offset by an improved system of electronic communications.

7A.2 In addition to the regular activities of providing substantive services and documentation to the General Assembly and the Economic and Social Council (ECOSOC), the Department provided services to the follow-up to the Agenda for Development, the recent global conferences, General Assembly resolution 50/227 of 24 May 1996 and to the reform process launched by the Secretary-General in 1997, including support to the Executive Committee on Economic and Social Affairs established by the Secretary-General in his "track one" reform proposals.

7A.3 Within the framework of the restructuring process in the area of United Nations operational activities for development, initiated by the General Assembly in resolution 47/199 of 22 December 1992, significant progress was achieved in enhancing United Nations system activities at the country level through the strengthening of the Resident Coordinator System and the development of new programming instruments for system-wide coordination, such as Country Strategy Notes and Common Country Assessments.

7A.4 In the area of sustainable development, which accounts for the largest number of outputs implemented and resources utilized, numerous new legislative mandates resulted in a significant increase in outputs delivered without additional regular budget resources. In a situation of budgetary constraints and high vacancy rates, the programme of work was largely implemented through extrabudgetary resources available through the Trust Fund for Support of the Work of the Commission on Sustainable Development.

7A.5 Activities relating to global social issues and the integration of social groups were refocused in the light of the outcome of the World Summit for Social Development and the proclamation of the International Year (and subsequently the first United Nations Decade) for the Eradication of Poverty. Although a high percentage of programmed outputs was achieved, some reformulations had to be undertaken to reflect changing circumstances, as well as concerns of the Commission for Social Development and the General Assembly. High vacancy rates, recruitment freezes and delays and the general lack of resources affected several programmes.

7A.6 The programme of work of the Division for the Advancement of Women was modified to respond to the recommendations of the Fourth World Conference on Women and to subsequent resolutions of the General Assembly on the implementation of the Beijing Declaration and the Platform for Action of the Conference. In the implementation process of the Platform for Action, new developments affected the workload of the Division. The developments included: the increased support for the Committee on the Elimination of Discrimination against Women (CEDAW), which began holding two regular annual sessions in 1997 (see General Assembly resolution 51/68 of 12 December 1996), and an increased emphasis on mainstreaming women's human rights; the increase in the number of States parties to the Convention on the Elimination of All Forms of Discrimination against Women from 110 in January 1992 to 161 in December 1997; the introduction of new working

methods by the Commission on the Status of Women in dealing with priority themes or critical areas of concern, requiring increased support for inter-sessional meetings and consultations of the Commission's Bureau, informal meetings and preparations of panels for each session of the Commission; the establishment of the Inter-Agency Committee on Women and Gender Equality as a standing committee of the Administrative Committee on Coordination for which the Division serves as the secretariat, including preparation of the system-wide medium-term plan on advancement of women and the mainstreaming of the gender perspective in all policies and programmes; best practices and quantitative and qualitative indicators for evaluating and monitoring progress in implementing the Platform for Action and for mainstreaming; the increased linkages and partnerships with a growing network of NGOs and support for NGO participation at the Commission on the Status of Women and for meetings of NGOs.

7A.7 A major impediment to the work of the Division has been the number of posts that have been frozen and the delays in filling new posts.

Section 7B. Africa: critical economic situation, recovery and development

Actual programme performance in relation to the commitments in the programme budget for the biennium 1996-1997 (A/50/6/Rev.1)

(Expressed in number of outputs)

Programme subprogramme	*Programmed*	*Implemented*	*Departures from programmed commitments*			*Addition by*		*Work-months utilized*			
			Reformulated	*Postponed*	*Terminated*	*Legislation*	*Secretariat*	*Regular budget*	*Extra-budgetary*	*Total*[a]	
Africa: critical economic situation, recovery and development											
Mobilization of resources	25	15	1	7	2	—	12	73.50	3.00	76.50	P
								3.00	8.00	11.00	C
Monitoring, assessment and follow-up of the implementation of action programmes, including their financial aspects	3	1	1	1	—	—	—	11.00	—	11.00	P
								9.00	—	9.00	C
The campaign for global awareness of the critical economic situation in Africa	12	10	—	2	—	—	—	50.50	42.50	93.00	P
								16.20	—	16.20	C
Section total	**40**	**26**	**2**	**10**	**2**	**—**	**12**	**135.00**	**45.50**	**180.50**	**P**
								28.20	**8.00**	**36.20**	**C**

[a] P = Professional
C = Consultant.

Section 7B. Africa: critical economic situation, recovery and development

7B.1 During the biennium 1996-1997, activities focused on the implementation of the United Nations New Agenda for the Development of Africa in the 1990s and the United Nations Programme of Action for the Least Developed Countries, adopted by the Second United Nations Conference on the Least Developed Countries. Much of what was produced consisted of published materials relating to the mobilization of resources. The overall implementation rate was 70 per cent and the average vacancy rate for Professional posts was 13 per cent.

7B.2 The activities of the programme were carried out by the Office of the Special Coordinator for Africa and the Least Developed Countries within the Department of Policy Coordination and Sustainable Development, the Economic Commission for Africa (ECA) and the Department of Public Information (DPI). The work focused, in particular, on promoting the inclusion of the priorities of the New Agenda into major international development policies and strategies, coordinating responses by the United Nations system at the policy and operational levels and encouraging the international community to translate its commitment to Africa into concrete actions.

7B.3 The Office of the Special Coordinator carried out an evaluation of the follow-up to the Tokyo Declaration, adopted by the Tokyo International Conference on African Development, and organized a number of workshops or round-table conferences on the priority elements of the New Agenda, as well as on financial mediation and the mobilization of domestic resources for the development of the informal and private sectors in Africa.

Section 8. Department for Economic and Social Information and Policy Analysis

Actual programme performance in relation to the commitments in the programme budget for the biennium 1996-1997 (A/50/6/Rev.1)

(Expressed in number of outputs)

			Departures from programmed commitments			*Addition by*		*Work-months utilized*			
Programme	*Programmed*	*Implemented*	*Reformulated*	*Postponed*	*Terminated*	*Legislation*	*Secretariat*	*Regular budget*	*Extra-budgetary*	*Total*[a]	
Global development issues and policies (Macroeconomic and social policy analysis)	45	36	—	2	7	—	—	522.00	—	522.00	P
								—	—	—	C
Global development issues and policies (Microeconomic and social policy analysis)	28	13	10	2	3	1	—	251.00	—	251.00	P
								5.00	—	5.00	C
Population	103	85	4	5	9	1	4	299.30	15.00	314.30	P
								11.50	22.50	34.00	C
Statistics	168	139	6	9	14	18	4	851.80	39.50	891.30	P
								6.00	24.00	30.00	C
Section total	**344**	**273**	**20**	**18**	**33**	**20**	**8**	**1 924.10**	**54.50**	**1 978.60**	**P**
								22.50	**46.50**	**69.00**	**C**

[a] P = Professional
C = Consultant.

Section 8. Department for Economic and Social Information and Policy Analysis

8.1 The most important factors affecting the work of the Department for Economic and Social Information and Policy Analysis during the period of the medium-term plan 1992-1997 were the continuous process of reform and reorganization and the resource constraints that characterized the period. The Department managed to deliver 86 per cent of the programmed outputs. Where cuts were unavoidable, every effort was made to minimize the programmatic impact by subsuming some activities under others and introducing readjustments to the programme of work.

8.2 In the area of macroeconomic and social policy analysis, the resource constraints have coincided with increased requests for contributions to outputs that are attributed to other entities. Particularly noticeable in this respect was the significant amount of work in the early stages of the preparation of the Agenda for Development. More recently, following General Assembly resolution 50/227, the Division was heavily involved in the preparation of the reports for the high-level segment of ECOSOC.

8.3 The focus of the microeconomic and social policy analysis work was on the follow-up to the 1995 World Summit for Social Development and on the role of markets and microeconomic aspects of development. Most departures from programmed commitments were authorized by specific decisions adopted by intergovernmental bodies, including the savings measures mandated by the General Assembly. The financial situation and its savings measures, including the recruitment freeze, reduced the capacity for analytical studies and required redeployment to activities of highest priority, leading to the consolidation, postponement and termination of low priority outputs. A number of outputs programmed separately had to be incorporated into the *1997 Report on the World Social Situation* and the *World Economic and Social Survey*, which affected the scope, depth and comprehensiveness of the analyses. Furthermore, the *Supplement to the 1997 Report on the World Social Situation* and a non-recurrent publication on contributions of small and medium-size enterprises to economic development were postponed.

8.4 Responsibilities of the Population Division during the medium-term plan period 1992-1997 centred around the 1994 International Conference on Population and Development, including preparatory and follow-up activities. In response to the Conference, the Commission on Population and Development, of which the Population Division is the substantive secretariat, was revitalized. The membership was extended from 27 to 47, annual sessions replaced biennial sessions and a thematic approach was adopted, greatly increasing the workload of the Division.

8.5 Resource constraints resulting from the financial crisis and the recruitment freeze required the redeployment of staff to activities of highest priority and resulted in the termination or postponement of some activities. Even among many of the outputs that were completed, the scope and comprehensiveness were reduced.

8.6 Emerging issues during the period of the medium-term plan 1992-1997, which put further strain on the Division's programme of work and led to difficulties prioritizing activities, included AIDS and its demographic impact and international migration and development.

8.7 The Statistics Division continued to serve as a global centre for the coordination of international statistical activities, including methodological work, technical cooperation, the international collection, standardization, analysis and dissemination of economic, social and related data. Particular attention was given to data systems on international trade,

environment, energy, industrial commodity production, national accounts and demographic and social statistics.

8.8 Special efforts were made to improve the usefulness and accessibility of international economic and social data to international and national policy makers. The statistics programme played an important part in the implementation of Agenda 21, in particular with regard to the development and dissemination of integrated environmental and economic accounting statistics to assist in strengthening the international community's ability to measure the impact of human activity on the environment and environment-related expenditures.

8.9 The coordination, collection and dissemination of statistical information was achieved through several forums and by the Working Group on International Statistical Programmes and Coordination organized by the Statistical Commission, as well as by the Administrative Committee on Coordination Subcommittee on Statistical Activities. Furthermore, the programme continued to provide support to Member States in the development and strengthening of their capabilities in the area of statistics and statistical data processing.

Section 9. Department for Development Support and Management Services

Actual programme performance in relation to the commitments in the programme budget for the biennium 1996-1997 (A/50/6/Rev.1)

(Expressed in number of outputs)

			Departures from programmed commitments			*Addition by*		*Work-months utilized*			
Programme	*Programmed*	*Implemented*	*Reformulated*	*Postponed*	*Terminated*	*Legislation*	*Secretariat*	*Regular budget*	*Extra-budgetary*	*Total*[a]	
Global development issues and polices	1	1	—	—	—	—	—	2.00	—	2.00	P
								3.00	—	3.00	C
Natural resources and energy	56	47	1	4	4	—	4	85.50	24.00	109.50	P
								—	—	—	C
Public administration and finance	31	20	10	1	—	1	49	208.00	—	208.00	P
								—	—	—	C
Section total	**88**	**68**	**11**	**5**	**4**	**1**	**53**	**295.50**	**24.00**	**319.50**	**P**
								3.00	**—**	**3.00**	**C**

[a] P = Professional
C = Consultant

Section 9. Department for Development Support and Management Services

9.1 Throughout the period of the medium-term plan 1992-1997, the Department for Development Support and Management Services was constantly the subject of to internal and external reorganization, as well as staff reductions resulting from decentralization, redeployment of interregional advisory staff to the regional commissions and the downsizing of overhead staff.

9.2 The increased use of national execution of projects resulted in a decline in total budgets for operational activities carried out by the Department. The orientation of the Department's technical assistance work shifted from "downstream" implementation of projects, which included major equipment and personnel components, to "upstream" policy advice. Operational activities accounted for 79 per cent of all work-months utilized during the biennium 1996-1997.

9.3 During the biennium, the average vacancy rate for regular budget Professional posts was 8 per cent, whereas the implementation rate of quantifiable activities was 88 per cent. As a result of the decentralization of staff in natural resources and energy and the freeze of regular budget funds, a number of outputs had to be postponed and some were terminated. Two activities listed under "Planning management and physical infrastructure" had to be terminated because the expertise of the responsible staff member was lost as a result of decentralization. Moreover, the decline in regular programme resources and the reduction by more than one half in the number of interregional advisers in all substantive areas at the end of the biennium 1992-1993 has been a severe constraint on the Department's ability to fulfil requests from Governments for advisory missions and training and to mobilize new extrabudgetary resources.

9.4 In coping with the above reductions, staff were called upon to assume many more diversified tasks. Furthermore, interregional and technical advisers were required to assist in carrying out the regular budget activities and programmes in the fields of natural resources and energy, which essentially remained at the same volume over the period of the medium-term plan and were largely implemented as programmed. Additionally, contributions were made to the preparatory work for the major global conferences. Those included the organization of workshops and expert panels related to the United Nations Conference on Environment and Development, the World Summit for Social Development, the Fourth World Conference on Women and the Second United Nations Conference on Human Settlements (Habitat II).

9.5 The programme on public administration and finance achieved total implementation of its programmed outputs. In addition, the Department was able to deliver additional outputs in terms of publications, information services and technical materials, as well as activities related to international cooperation, inter-agency coordination and liaison. Moreover, the Department substantively and technically serviced the General Assembly resumed fiftieth session on public administration and development, the thirteenth Meeting of Experts on the United Nations Programme in Public Administration and Finance and the eighth meeting of the Ad Hoc Group of Experts on International Cooperation in Tax Matters.

9.6 The performance during the period was further enhanced by improvements in quality and increased efficiency in the delivery of outputs through the use of information technology. Partnerships with other United Nations bodies, agencies, offices and NGOs were strengthened. Of particular importance are partnerships that were concluded with the Arab Administrative Development Organization, the American Society of Public Administration, the Latin American Center Development Administration, the Getulio Vargas Foundation, the International Organization of Supreme Audit Institutions (INTOSAI), the University of Rome La Sapienza and the Latin American Parliament.

Section 10A. United Nations Conference On Trade and Development

Actual programme performance in relation to the commitments in the programme budget for the biennium 1996-1997 (A/50/6/Rev.1)

(Expressed in number of outputs)

			Departures from programmed commitments			Addition by		Work-months utilized			
Programme/subprogramme	*Programmed*	*Implemented*	*Reformulated*	*Postponed*	*Terminated*	*Legislation*	*Secretariat*	*Regular budget*	*Extra-budgetary*	*Total*[a]	
Trade and development											
Globalization and development	176	141	7	4	24	6	20	407.00	217.50	624.50	P
								22.00	23.00	45.00	C
Investment, enterprise development and technology	133	107	4	21	1	12	2	558.50	37.50	596.00	P
								49.50	15.00	64.50	C
International trade in goods and services, and commodities	159	121	22	2	14	6	—	595.50	43.00	638.50	P
								48.00	—	48.00	C
Services infrastructure for development and trade efficiency	91	75	4	7	5	12	4	248.25	291.75	540.00	P
								20.75	—	20.75	C
Least developed, land-locked and island developing countries	15	11	1	3	—	4	11	131.00	—	131.00	P
								8.00	39.00	47.00	C
Land-locked and island developing countries	7	5	—	2	—	4	1	51.00	—	51.00	P
								3.00	—	3.00	C
Section total	**581**	**460**	**38**	**39**	**44**	**44**	**38**	**1 991.25**	**589.75**	**2 581.00**	**P**
								151.25	**77.00**	**228.25**	**C**

[a] P = Professional
C = Consultant

Section 10A. United Nations Conference on Trade and Development

10A.1 During the biennium 1996-1997, the implementation of the programme of work of the United Nations Conference on Trade and Development (UNCTAD) was significantly affected by the new policy orientations and the operationalization of the streamlined intergovernmental machinery established at the ninth session of the United Nations Conference on Trade and Development (UNCTAD IX), and the finalization of the internal structure of the UNCTAD secretariat, as well as the development and integration of new management instruments into the activities of UNCTAD to strengthen the management culture of the Organization.

10A.2 The efforts to implement the programme of work for the biennium 1996-1997 were hampered by a decline in resources and a vacancy rate averaging 13 per cent for Professional posts. This situation compelled UNCTAD to rely heavily on extrabudgetary funding, which accounted for 33 per cent of work-months utilized but was still insufficient for the Organization to adequately respond to the many requests it received for assistance in the areas of debt, financial strategies and capital market development. Other shortcomings in the implementation of programmed activities were the need for new skills to implement new mandates emanating from UNCTAD IX and the need for enhanced internal cooperation and coordination on cross-sectoral issues. Despite the above problems, UNCTAD recorded an overall implementation rate for quantifiable activities of 84 per cent.

10A.3 The *Trade and Development Report*, the *World Investment Report* and *The Least Developed Countries Report* (annual) were major contributions to the intergovernmental and public debate on development policies, investment and specific problems facing the least developed countries. The Trade and Development Board, at its forty-fourth session, arrived at agreed conclusions on "Interdependence and Global Economic Issues from a Trade and Development Perspective: Income Distribution and Growth in a Global Context". The secretariat was given additional mandates going beyond those of UNCTAD IX in areas related to debt, official development assistance and agriculture, as well as to economic integration and macro-analysis with regard to Africa.

10A.4 The workshops held on the examination of successful development experience and lessons, especially in Africa, helped to raise the awareness of policy makers of both the successes and shortcomings in the eastern Asian development experience. In the area of trade, environment and development, UNCTAD provided services to a number of intergovernmental meetings, including the Commission on Sustainable Development and the special session of the General Assembly on the follow-up to the United Nations Conference on Environment and Development. Technical cooperation programmes were successful in creating awareness and understanding and in promoting institutional arrangements for better coordination of trade and environment policies.

10A.5 In the areas of services, infrastructures for development and trade efficiency, the Automated System for Customs Data and Management (ASYCUDA) was installed in close to 80 developing countries and countries with economies in transition. Trade transactions of over $200 billion are being processed and declared through ASYCUDA every year, producing a combined revenue increase of over $1 billion.

10A.6 In the fields of investment, technology and enterprise development, UNCTAD provided substantive services to the Commission on Investment, Technology and Related Financial Issues; the Commission on Science and Technology for Development of ECOSOC; the first meeting of the high-level segment of the Trade and Development Board; the

Commission on Enterprise, Business Facilitation and Development; and the Intergovernmental Working Group of Experts on International Standards of Accounting and Reporting.

10A.7 With respect to international trade in goods and services, and commodities, UNCTAD witnessed an increased demand for advisory services and training programmes from countries in the process of accession to the World Trade Organization (WTO). It serviced an expert meeting on health services; the second session of the Commission on Trade in Goods and Services, and Commodities; and the expert meeting on vertical diversification in the food-processing sector.

10A.8 UNCTAD's work in multimodal transport and logistics services greatly influenced reforms in these fields, as reflected in the development of multimodal transport laws (India, the five Andean Pact countries, the Latin American Integration Association (ALADI), the Association of South-East Asian Nations (ASEAN) and in the creation of national trade and transport facilitation committees in a number of countries including Ethiopia, Mozambique, Bolivia, Nepal and Pakistan. The work on the convention on arrests of ships will improve the uniformity of international law in this area and establish appropriate national legal frameworks.

10A.9 UNCTAD carried out a number of significant activities in the area of infrastructures for development and trade efficiency which included contributions to the drafting of transit transport agreements and the servicing of the meeting of senior officials of the Central Asian republics and the negotiating conference on the transit transport framework agreement between the Central Asian countries and their transit neighbours.

10A.10 With respect to the least developed, land-locked and island developing countries, UNCTAD held several discussions which led to the emergence of new policy proposals. Effective coordination was established between UNCTAD and the International Trade Centre, WTO, the World Bank, the International Monetary Fund (IMF) and the United Nations Development Programme (UNDP) in the context of substantive preparation and organization of the High-Level Meeting on Integrated Initiatives for Least Developed Countries Trade Development. The Trust Fund for least developed countries, which became operational in early 1997, has attracted more than $3 million in contributions and pledges.

Section 10B. International Trade Centre UNCTAD/GATT

Actual programme performance in relation to the commitments in the programme budget for the biennium 1996-1997 (A/50/6/Rev.1)

(Expressed in number of outputs)

			Departures from programmed commitments			Addition by		Work-months utilized			
Programme/subprogramme	*Programmed*	*Implemented*	*Reformulated*	*Postponed*	*Terminated*	*Legislation*	*Secretariat*	*Regular budget*	*Extra-budgetary*	*Total*[a]	
Trade expansion, export promotion and service sector development											
Institutional infrastructure, including business organizations for trade promotion and export development	17	6	—	7	4	—	30	5.00 —	44.50 21.00	49.50 21.00	P C
Product and market research, development and promotion	74	36	6	15	17	—	24	75.00 3.50	7.25 114.00	82.25 117.50	P C
Import operations and techniques	7	1	—	5	1	—	6	1.25 —	— 4.50	1.25 4.50	P C
Human resource development fo: trade promotion	5	2	1	—	2	—	2	6.50 —	2.00 3.00	8.50 3.00	P C
Section total	**103**	**45**	**7**	**27**	**24**	**—**	**62**	**87.75** **3.50**	**53.75** **142.50**	**141.50** **146.00**	**P** **C**

[a] P = Professional
C = Consultant

Section 10B. International Trade Centre UNCTAD/GATT

10B.1 The International Trade Centre (ITC) went through a transitional phase during the first biennium of the medium-term plan for the period 1992-1997, owing to vacancies at the senior management level and the sharp decline in extrabudgetary resources, which fell from $38.4 million in 1991 to $21.8 million in 1993. The decline in financial resources was the result of overall decreases in official development aid coupled with the new priorities and modalities for UNDP-funded technical cooperation. This happened at a time when ITC was supposed to respond vigorously to a number of major and challenging developments in the international trade environment.

10B.2 When the new Executive Director took up his duties in the first year of the second biennium, a process of reform was initiated which included an in-depth review of the needs of the beneficiary countries as well as a review of ITC's mandate, strengths and weaknesses. This was later followed by efforts to define the future orientation of the Organization; the formulation of a plan of action; the setting of priorities within ITC's main areas of specialization, defined as "core services"; and efforts in defining ITC's mission statement and the restructuring of the Organization.

10B.3 The biennium 1996-1997, therefore, represented the beginning of implementation of the programme of work within the new organizational and operational environment. The biennium was characterized by a closer cooperation with ITC's parent bodies and the launching of a number of joint projects in the field. These efforts resulted in increased synergies within the trade expansion, export promotion and service sector development subprogrammes, for which UNCTAD and ITC had joint implementation responsibility. The Global Trust Fund established in 1995 to enable ITC to maintain a number of technical positions and undertake development activities for which resources were not available from the regular budget became fully operational in 1996.

10B.4 Although changes occurred in terms of the scope of activities as a result of the reduced level of extrabudgetary resources, ITC nevertheless pursued the overall objectives stated in the medium-term plan. In accordance with the new streamlined organizational structure, three of ITC's subprogrammes, with the exception of the subprogramme on product and market research, development and promotion, have been merged into a single subprogramme in the new medium-term plan 1998-2001. Hence, severe programme readjustments became necessary in the course of implementing the programme of work for 1996-1997.

10B.5 Thus, it was necessary to postpone some of the programmed outputs, in particular within the publications programme. Overall, for programmatic reasons and owing to the shortage in extrabudgetary funding, 27 of ITC's programmed outputs were postponed and 24 terminated, i.e., 50 per cent of the initially programmed outputs. This was, however, more than offset through the additional outputs introduced by the secretariat.

Section 11. United Nations Environment Programme

Actual programme performance in relation to the commitments in the programme budget for the biennium 1996-1997 (A/50/6/Rev.1)

(Expressed in number of outputs)

Programme subprogramme	*Programmed*	*Implemented*	*Departures from programmed commitments*			*Addition by*		*Work-months utilized*			
			Reformulated	*Postponed*	*Terminated*	*Legislation*	*Secretariat*	*Regular budget*	*Extra-budgetary*	*Total*[a]	
Environment											
Sustainable management and use of natural resources	203	105	6	59	33	—	2	6.00	249.50	255.50	P
								—	49.50	49.50	C
Sustainable production and consumption	41	41	—	—	—	—	9	—	164.50	164.50	P
								—	27.50	27.50	C
A better environment for human health and well-being	97	75	3	15	4	3	12	8.00	298.50	306.50	P
								2.00	212.50	214.50	C
Globalization and the environment	124	77	5	29	13	—	16	6.00	215.00	221.00	P
								—	82.00	82.00	C
Global and regional servicing and support	202	161	1	13	27	3	14	50.00	573.75	623.75	P
								—	70.00	70.00	C
Section total	**667**	**459**	**15**	**116**	**77**	**6**	**53**	**70.00**	**1 501.25**	**1 571.25**	**P**
								2.00	**441.50**	**443.50**	**C**

[a] P = Professional
C = Consultant

Section 11. United Nations Environment Programme

11.1 The special session of the General Assembly held in June 1997 on the review and appraisal of the implementation of Agenda 21 reconfirmed the United Nations Environment Programme's (UNEP) mandate as the lead agency and coordinator of all United Nations environmental activities. The foundation of this renewed mandate was set out in the Nairobi Declaration on the Role and Mandate of UNEP, agreed at the nineteenth session of the Governing Council, in January-February 1997. The Declaration detailed the key elements UNEP should focus on: analysis and assessment; policy advice and norm setting; the promotion of cooperation; international environmental law; and the promotion of greater awareness. Following the decisions of the eighteenth session of its Governing Council in 1995, UNEP had recast the focus of its programme of work, and formulated for 1996-1997 an integrated work programme containing 5 subprogrammes instead of 12 as in previous biennia. At the same time, UNEP adopted a more decentralized and participatory approach to programme development with accentuated roles for its regional offices. The strategy has been to concentrate on key priorities while being ready to deal with emerging issues and to ensure that the benefits of the programmes are successfully delivered.

11.2 The Governing Council had approved in 1995 a Fund programme activities budget for the biennium 1996-1997 at a level of $90 million. Because of the overall low level of contributions to the Environment Fund received and pledged for the biennium 1996-1997, the Governing Council approved a revised Fund programme activities budget at a level of $63.5 million at its nineteenth session.

11.3 As a result, UNEP had to considerably reduce its original programme of work for the biennium 1996-1997. A revised programme of work was formulated and submitted to the Central Monitoring and Inspection Unit to be used as the monitoring base against which to assess the Organization's programme output delivery in 1996-1997, instead of the commitments formulated in the proposed programme budget for the biennium 1996-1997 (A/50/6/Rev.1).

11.4 Given the highly uncertain financial situation, UNEP found it necessary when formulating the 1996-1997 revised programme of work, to distinguish between activities and outputs which would be produced within the limitations of a $63.5 million budget and the outputs which would be produced if additional external resources became available in the course of the biennium. Consequently, an unavoidable over-programming occurred and was included in the base against which the monitoring and reporting of programme performance has taken place.

11.5 As a result of various fund-raising efforts, UNEP succeeded in 1996-1997 in obtaining an extra $80.1 million through joint projects, trust funds, counterpart contributions from Governments, the Global Environment Facility, and private sources, to the effect that for every Environment Fund dollar, more than one dollar has been additionally generated.

11.6 It is however important to note that many of these additional contributions are tied to specific, highly focused projects and thereby pose the risk that UNEP's agreed priorities may become distorted if the balance between the two types of funding (Environment Fund on the one hand, and earmarked external resources on the other hand) is not kept in check. For the future, too great a reliance on earmarked funds could endanger UNEP's flexibility and thus its ability to respond to rapid change, as well as increasing its administrative burden. The issue of financing will be addressed at the next session of the Governing Council. Overall, more than 95 per cent of work-months utilized for the production of outputs in 1996-1997 have been financed from extrabudgetary resources.

11.7 Despite financial uncertainty, UNEP has made concrete progress in the implementation of Agenda 21, including publication of the first *Global Environment Outlook* at the beginning of 1997. This authoritative report, containing a detailed region-by-region assessment of the state of the world environment, attracted acclaim and positive publicity worldwide.

11.8 The Global Programme of Action for the Protection of the Marine Environment from Land-based Activities has been one of UNEP's priorities during the biennium 1996-1997. The nineteenth session of the Governing Council backed the Global Programme adopted at the Intergovernmental Conference to Adopt a Global Programme of Action for the Protection of the Environment from Land-based Activities held in Washington in late 1995, accorded it priority and requested that it should incorporate all the regional seas programmes. UNEP has accepted the coordination and secretariat responsibilities for the Global Programme.

11.9 In its role as chair of the Inter-Agency Working Group on Water of the United Nations System-wide Special Initiative on Africa, UNEP worked closely with key global, regional and national bodies to facilitate the "fair share" water strategy, which was adopted as part of the Special Initiative in March 1996.

11.10 UNEP played a key role in the United Nations Convention to Combat Desertification in those Countries Experiencing Serious Drought and/or Desertification, Particularly in Africa. It provided funding for the start-up funds for the interim secretariat, pilot projects and case studies and administrative and technical support to the interim secretariat. The Convention came into force on 26 December 1996.

11.11 To support the implementation of the urban component of Agenda 21, UNEP entered, in January 1996, into partnership with the United Nations Centre for Human Settlements (Habitat) in the Sustainable Cities Programme, which was set up in 1990. The Programme has stepped up its activities for the implementation of city-specific projects, which help local decision makers identify priority issues and involve stakeholders in drawing up environmental strategies, action plans, priority technical cooperation and capital investment projects.

11.12 Together with the World Health Organization (WHO) and the World Meteorological Organization (WMO), UNEP undertook a study on climate change and human health, which was presented to the second Conference of the Parties to the United Nations Framework Convention on Climate Change in July 1996.

11.13 UNEP has advanced a broad-based chemicals agenda to enhance the protection of the world's peoples and the environment from potentially dangerous chemicals. As part of the chemicals agenda, UNEP has developed the voluntary prior informed consent procedure on the trade of hazardous chemicals and pesticides and, jointly with the Food and Agriculture Organization of the United Nations (FAO), has convened negotiations for a convention on the issue. It has also laid the scientific and policy groundwork necessary to begin negotiations, in 1998, for a new global chemicals safety convention on persistent organic pollutants.

11.14 UNEP has supported the launch of 188 national, subregional and regional cleaner production initiatives in 61 countries as part of its programme of sustainable production in industry, including 10 national cleaner production centres.

11.15 Financial services institutions have been encouraged to incorporate environmental considerations into their business. Two statements of environmental commitment for the banking and insurance industries were successfully launched and have since been signed by 103 banks and 70 insurance companies.

11.16 UNEP has prepared the International Technical Guidelines for Safety in Biotechnology, which were finalized and adopted in Buenos Aires at the 1996 Conference of the Parties to the Convention on Biological Diversity.

11.17 Activities targeted towards civil society increased. The number of national committees rose to 14 in 1996-1997. The UNEP policy on NGOs and other major groups was adopted specifically to facilitate support for groups active in such issues as desertification control, water and climate change. UNEP launched its global environmental citizenship programme aimed at improving environmental education, understanding and, consequently, at encouraging action by informed citizens.

11.18 The freezing of five regular budget Professional posts pursuant to General Assembly resolution 50/214 of 23 December 1995 has impaired preparations and follow-up to matters related to UNEP's inter-agency and intergovernmental responsibilities, as well as links between UNEP's programme elements and those of conventions on environmental subjects. Assistance to countries with economies in transition in Central and Eastern Europe has been affected, as have activities on the impact of using low grade fuels on human health and the environment and activities on integrated water management.

Section 12. United Nations Centre For Human Settlements (Habitat)

Actual programme performance in relation to the commitments in the programme budget for the biennium 1996-1997 (A/50/6/Rev.1)

(Expressed in number of outputs)

			Departures from programmed commitments			*Addition by*		*Work-months utilized*			
Programme/subprogramme	*Programmed*	*Implemented*	*Reformulated*	*Postponed*	*Terminated*	*Legislation*	*Secretariat*	*Regular budget*	*Extra-budgetary*	*Total*[a]	
Human settlements											
Global issues and strategies	93	64	7	5	17	—	12	221.00	272.00	493.00	P
								1.00	180.00	181.00	C
National policies and instruments	15	8	—	6	1	—	2	30.00	9.00	39.00	P
								—	11.00	11.00	C
Managing human settlement development, including financial and land resources	14	3	3	4	4	—	1	33.00	2.00	35.00	P
								9.00	4.00	13.00	C
Improving infrastructure and the living environment	18	8	2	4	4	1	14	48.00	36.00	84.00	P
								2.00	14.00	16.00	C
Managing disaster mitigation, reconstruction and development	7	3	1	1	2	—	—	7.00	2.00	9.00	P
								—	3.00	3.00	C
Housing for all	12	5	2	2	3	—	—	20.00	—	20.00	P
								3.00	1.00	4.00	C
Strengthening local communities	14	12	1	—	1	—	—	10.00	8.00	18.00	P
								—	3.00	3.00	C
Reducing poverty and promoting equity	10	6	2	—	2	—	4	23.00	29.00	52.00	P
								—	7.00	7.00	C
Section total	**183**	**109**	**18**	**22**	**34**	**1**	**33**	**392.00**	**358.00**	**750.00**	**P**
								15.00	**223.00**	**238.00**	**C**

[a] P = Professional
C = Consultant

Section 12. United Nations Centre For Human Settlements (Habitat)

12.1 In 1994, the United Nations Centre for Human Settlements (Habitat) substantially revised its medium-term plan for the period 1992-1997 to accommodate the new mandate given to it in connection with: (a) the second United Nations Conference on Human Settlements (Habitat II); (b) the United Nations Conference on Environment and Development (UNCED); and (c) the various legislative measures adopted by policy-making bodies of the Centre. The implementation of the Centre's programme of work during the biennium 1996-1997 should, therefore, be viewed in the light of its designation as the secretariat for the Habitat II preparatory process as well as in its servicing of the Conference itself.

12.2 The major realizations during the biennium included the provision of assistance to 80 countries in setting up national Habitat II Committees; the expansion of capacity-building and training programmes on human settlements in all regions; the establishment of the United Nations system's principal urban management programme with the participation of UNDP, the United Nations Centre for Human Settlements and the World Bank; contributions to the preparation of reports to the sessions of the Commission on Sustainable Development; implementation of the settlement infrastructure and environment programme; provision of assistance to war-torn countries; assistance to countries in their formulation and adoption of national housing policies under the Global Strategy for Shelter to the Year 2000; and the organization of two major international conferences on urban poverty.

12.3 During the period under consideration, the Centre was plagued by a series of problems affecting the overall implementation of its programme of work. These included an average vacancy rate of 14 per cent; the fragmentation of most programme elements and subprogrammes, which resulted in a lack of clarity and accountability; the integration of Habitat II activities into the programme of work; repeated adjustments in human and financial resources owing to additional activities; the global action plans of other major conferences; the ad hoc requests for assistance to countries faced with natural and human-made disasters; the shifting of extrabudgetary resources away from general programme support to the creation of earmarked trust funds; and an apparent over-programming of activities in anticipation of extrabudgetary resources.

12.4 The overall implementation of programmed activities during the biennium averaged 70 per cent. While a number of activities had to be terminated, an equal number was added by the secretariat as part of the need to readjust the programme of work. Altogether, 22 programmed activities were postponed and 34 terminated. These were mainly activities related to published material and information materials/services. The postponements and terminations were largely the result of programmatic reasons and shortage in extrabudgetary funding, and in accordance with General Assembly resolution 50/214.

12.5 In response to the mandated reductions in the regular budget, the Centre undertook measures to realize savings. In the light of this, a total of 15 outputs were deleted from the programme budget consisting mainly of non-recurrent technical publications and several workshops. Furthermore, 14 technical publications were postponed to the next biennium, as their implementation was dependent on the setting up of a monitoring mechanism for implementing the Habitat Agenda adopted at the second United Nations Conference on

Human Settlements. The reductions in human and financial resources during the biennium particularly affected the Centre's capacity in translating and disseminating technical material in languages other than English. The saving measures also led to uneven patterns of programme delivery, as the implementation of the Centre's overall programme of work became unduly dependent on the ability of programme managers to secure extrabudgetary resources for specific components of the programme.

Section 13. Crime control

Actual programme performance in relation to the commitments in the programme budget for the biennium 1996-1997 (A/50/6/Rev.1)

(Expressed in number of outputs)

			Departures from programmed commitments			Addition by		Work-months utilized			
Programme/subprogramme	*Programmed*	*Implemented*	*Reformulated*	*Postponed*	*Terminated*	*Legislation*	*Secretariat*	*Regular budget*	*Extra-budgetary*	*Total*[a]	
Crime prevention and criminal justice											
Operational activities, planning and overall coordination	40	35	1	1	3	4	5	59.00	13.00	72.00	P
Collaborative action against transnational crime	30	23	3	3	1	5	1	58.50	16.50	75.00	P
Crime prevention and criminal justice management	17	10	—	5	2	3	1	46.00	29.00	75.00	P
Crime prevention and criminal justice standards and norms	23	10	—	3	10	16	7	49.50	23.00	72.50	P
Section total	**110**	**78**	**4**	**12**	**16**	**28**	**14**	**213.00**	**81.50**	**294.50**	**P**

[a] P = Professional

Section 13. Crime control

13.1 Activities carried out by the Crime Prevention and Criminal Justice Division during the biennium centred around the periodic assessments of current and emerging trends through action-oriented research and data analysis; the elaboration of policies and strategies for consideration by policy-making bodies; the monitoring of the use and application of United Nations standards and norms; the improvement of criminal justice administration through the application of appropriate information technologies; and the coordination of activities with relevant agencies, specialized bodies, intergovernmental organizations, NGOs and the professional community.

13.2 During the course of the biennium, the Division was able to: (a) execute over 70 advisory missions upon requests for assistance from Governments and other entities; (b) formulate more than 30 and begin to execute 5 major technical cooperation projects; (c) conduct over 25 professional training courses and seminars on peacekeeping operations; (d) participate in several major conferences, including the fifth and sixth sessions of the Commission, two conferences on stolen cars in Warsaw and Moscow, the African Ministerial Workshop on Transnational Organized Crime and four regional workshops on firearm regulation.

13.3 Overall, the Crime Prevention and Criminal Justice Division achieved an implementation rate of 77 per cent, while operating with an average vacancy rate of 19 per cent. It should be noted that the relatively high level of programme implementation would not have been possible without the support received from Governments, in the form of a growing number of associate experts, and the generous contributions of the academic community and of NGOs. Enhanced cooperation with relevant entities and bodies, in particular the United Nations International Drug Control Programme and UNDP, resulted in a number of joint activities.

13.4 The Division encountered a number of problems during the biennium which hindered the efficient implementation of its work. Among these were: (a) expanding legislative requirements and the growing number of technical assistance requests, which tripled during the period under review; (b) the need to service major conferences on crime prevention; and (c) the savings measures which forced the management of the programme to keep a number of posts vacant for varying periods, including administrative delays in hiring short-term temporary staff. The uncertainty about available resources, particularly if viewed in the context of the very limited resource base of the Division, made the basic capacity for effective management a significant challenge. However, the shortfall in implementation was mainly in the non-priority areas. The high priority subprogrammes registered a 90 per cent implementation rate.

Section 14. International drug control

Actual programme performance in relation to the commitments in the programme budget for the biennium 1996-1997 (A/50/6/Rev.1)

(Expressed in number of outputs)

Programme/subprogramme	Programmed	Implemented	Departures from programmed commitments			Addition by		Work-months utilized			
			Reformulated	Postponed	Terminated	Legislation	Secretariat	Regular budget	Extra-budgetary	Total[a]	
International drug control											
Treaty implementation, secretariat and support services	56	49	—	4	3	—	—	190.50	8.00	198.50	P
								—	—	—	C
Applied scientific research, demand and supply reduction	31	20	8	2	1	—	—	42.50	10.50	53.00	P
								5.00	—	5.00	C
Suppression of illicit traffic	33	20	—	7	6	—	5	19.50	11.00	30.50	P
								—	—	—	C
External relations, interorganizational cooperation and information	29	8	—	12	9	—	—	12.00	5.50	17.50	P
								—	—	—	C
International limitation and monitoring of licit cultivation, production, manufacture of, trade in and use of narcotic drugs controlled under the 1961 Single Convention on Narcotic Drugs as amended by the 1972 Protocol	41	38	—	3	—	—	—	18.00	—	18.00	P
								—	—	—	C
International monitoring of licit manufacture of, trade in and use of psychotropic substances controlled under the 1971 Convention on Psychotropic Substances	15	15	—	—	—	—	2	47.00	—	47.00	P
								—	—	—	C

Programme subprogramme	Programmed	Implemented	Departures from programmed commitments			Addition by		Work-months utilized			
			Reformulated	Postponed	Terminated	Legislation	Secretariat	Regular budget	Extra-budgetary	Total[a]	
International monitoring and assessment of changes in the scope of control of substances controlled under the 1988 United Nations Convention against Illicit Traffic in Narcotic Drugs and Psychotropic Substances	10	9	—	1	—	—	2	25.00 —	9.00 —	34.00 —	P C
Section total	**215**	**159**	**8**	**29**	**19**	**—**	**9**	**354.50** **5.00**	**44.00** —	**398.50** **5.00**	**P** **C**

[a] P = Professional
C = Consultant

Section 14. International drug control

14.1 Throughout the period of the medium-term plan 1992-1997, the United Nations International Drug Control Programme (UNDCP) introduced several restructuring measures for the substantive, administrative and financial integration of several organizational units within the Programme in order to strengthen multilateral collaboration to assist national authorities in dealing with an international problem widely recognized as intractable to solutions by any individual Member State. While, during the period 1992-1997, this main objective of the Programme was achieved and the integrated structure fully implemented and further developed, the delivery of outputs in the areas of suppression of illicit trafficking and external relations was affected by the restructuring process to the extent that further corrective actions still needed to be introduced to restore the adequate level of programme capacity.

14.2 The activities of the Drug Control Programme were funded largely from the regular budget and extrabudgetary resources, comprising the budget of the Fund of the United Nations International Drug Control Programme and the budget for programme support cost. The regular budget essentially covered activities of treaty implementation and legal affairs at UNDCP headquarters. The budgets of the Fund and programme support costs were financed from voluntary contributions geared towards assisting developing countries in meeting their obligations in implementing provisions of the international drug control treaties.

Treaty implementation, secretariat and support services

14.3 The United Nations International Drug Control Programme assisted Governments in the accession to and implementation of the drug control treaties through legal advisory services, practical guidelines, model laws and agreements and the training of national officials. The implementation of the international drug control treaties was promoted through the exchange of information on drug control legislation. The Programme provided support to the Commission on Narcotic Drugs and its subsidiary bodies and to the International Narcotics Control Board for the implementation of their treaty-based functions.

14.4 A change was introduced in the periodicity of the subsidiary bodies of the Commission. In conformity with ECOSOC resolution 1993/36 of 27 July 1993, the meeting of Heads of National Drug Enforcement Agencies (HONLEA) for Europe was held in 1995 and thereafter the meeting will be held every three years. Following ECOSOC resolution 1992/28 of 30 July 1992, special measures were taken as a result of the financial crisis of the United Nations to organize meetings of the subsidiary bodies for Asia and the Pacific, Africa and Latin America and the Caribbean every two years. Only the meetings of the Subcommission on Illicit Drug Traffic and Related Matters in the Near and Middle East were continuously held on an annual basis, with an exception of its 1995 meeting, which was postponed to 1996 owing to the special financial measures introduced by the Secretary-General (ST/SGB/278 of 14 September 1995).

Applied scientific research, demand and supply reduction

14.5 During the period of the medium-term plan 1992-1997, the programmed outputs in the field of the narcotics laboratory sector were delivered as planned. Priority was shifted from supply reduction to demand reduction in order to implement a more balanced approach.

Programmes and strategies for prevention, treatment and rehabilitation were encouraged and supported. Priority was also placed on alternative development activities, which were implemented under projects financed from extrabudgetary resources.

14.6 In spite of the above prioritization of the demand reduction activities, three major outputs were not delivered during the biennium 1996-1997: the "Manual on Techniques of Rapid Assessment of the Extent of Drug Abuse Problems"; the "Resource Book on Measures to Reduce Illicit Demand for Drugs"; and "Drug Profiles based on the International Drug Abuse Assessment System".

Suppression of illicit traffic

14.7 Programme performance in respect of this subprogramme was below expectation. During the period 1994-1995, priority shifted to other subprogrammes. Restructuring and lack of continuity in staffing of the organizational unit responsible led to the termination or postponement of a number of programmed outputs since 1994. Although corrective actions were introduced during the biennium 1996-1997, the objectives of the medium-term plan for the period 1992-1997 for this subprogramme could be achieved only partially.

Technical cooperation

14.8 While overall objectives for technical cooperation were achieved, UNDCP suffered from lower expenditure for operational projects, mainly attributable to low delivery of agency and government executed projects. Expenditures under extrabudgetary projects constantly increased until 1993, reaching a peak of $60.7 million in that year. Since then, the amount of annual expenditure has continuously decreased, reaching a low of $37.2 million in 1996, representing 61.2 per cent of the peak year. Project delivery slightly improved in 1997, reaching an amount of $40 million.

14.9 During the biennium 1996-1997, operational activities shifted from national to subregional approaches and to multisectoral activities in line with UNDCP's objectives to develop comprehensive and balanced drug control approaches. UNDCP formulated a new concept entitled the "integrated programming approach", which is a holistic and comprehensive method of planning various related activities that will together contribute to the achievement of overall objectives of international drug control. The approach streamlined the processes involved in project formulation and monitoring, facilitated a more efficient use of staff resources at both headquarters and in the field and promoted a more intense and productive dialogue between all partners of UNDCP.

External relations, interorganizational cooperation and information

14.10 Fund-raising activities were successfully undertaken to provide UNDCP with additional resources, especially for technical cooperation activities, during the entire period of the medium-term plan 1992-1997. In particular, during the biennium 1996-1997, a total of 44 financing agreements were concluded with Governments, intergovernmental and non-governmental organizations, and several new partnerships have been fostered, notably with the United Nations Children's Fund (UNICEF), the Joint United Nations Programme on HIV/AIDS (UNAIDS) and UNDP.

14.11 In the area of inter-agency cooperation, UNDCP pursued activities to integrate drug control concerns in the activities of other agencies through the machinery of the Administrative Committee on Coordination. During the biennium 1996-1997, six plans of action were completed for inclusion in the revised System-Wide Action Plan on Drug Abuse Control.

14.12 However, as a result of the shift in responsibility for delivery from one office to another during the period of the medium-term plan 1992-1997, a number of programmed outputs were not delivered during the biennium 1996-1997. While the programme area of public relations has now been reinforced, full recovery from the negative consequences of these shifts in responsibility can be foreseen during the 1998-1999 biennium.

International monitoring under the 1961, 1971 and 1988 conventions

14.13 Owing to the clearly defined objectives and the well established operational framework under this subprogramme, UNDCP fully achieved its objectives for the international monitoring of the compliance with the international drug control conventions. High priority was placed on maintaining the international control system for narcotic drugs, psychotropic substances and precursors, including inspection missions to examine governmental compliance with the 1961, 1971 and 1988 conventions.

14.14 The work of the secretariat of the International Narcotics Control Board (INCB), was implemented as programmed during the entire period of the medium-term plan 1992-1997. The emergence of a number of newly independent countries following the break-up of the former Soviet Union considerably increased the workload of the INCB during this period.

Section 15. Economic Commission for Africa

Actual programme performance in relation to the commitments in the programme budget for the biennium 1996-1997 (A/50/6/Rev.1)

(Expressed in number of outputs)

			Departures from programmed commitments			Addition by		Work-months utilized			
Programme	*Programmed*	*Implemented*	*Reformulated*	*Postponed*	*Terminated*	*Legislation*	*Secretariat*	*Regular budget*	*Extra-budgetary*	*Total*[a]	
Trade, regional economic cooperation and integration	**107**	**77**	**1**	**—**	**29**	**5**	**7**	**286.75**	**—**	**286.75**	**P**
								—	—	—	C
Natural resources and energy development	**22**	**16**	**—**	**—**	**6**	**1**	**12**	**68.50**	**1.00**	**69.50**	**P**
								10.75	—	10.75	C
Human resources development and social transformation	**23**	**9**	**—**	**—**	**14**	**1**	**—**	**32.50**	**—**	**32.50**	**P**
								—	2.00	2.00	C
Statistical and information systems development	**49**	**39**	**1**	**3**	**6**	**8**	**5**	**166.25**	**17.50**	**183.75**	**P**
								—	12.50	12.50	C
Poverty alleviation through sustainable development	**53**	**26**	**2**	**—**	**25**	**18**	**17**	**221.25**	**12.00**	**233.25**	**P**
								39.00	27.00	66.00	C
Women in development	**18**	**16**	**1**	**—**	**1**	**8**	**—**	**37.00**	**7.00**	**44.00**	**P**
								1.00	9.00	10.00	C
Development issues and policies	25	15	1	—	9	7	6	277.50	—	277.50	P
								13.50	—	13.50	C
Development administration and management	11	8	1	—	2	3	—	50.75	—	50.75	P
								2.50	—	2.50	C
Infrastructural and structural transformation	54	35	1	2	16	—	12	144.25	0.75	145.00	P
								27.60	—	27.60	C
Section total	**362**	**241**	**8**	**5**	**108**	**51**	**59**	**1 284.75**	**38.25**	**1 323.00**	**P**
								94.35	**50.50**	**144.85**	**C**

[a] P = Professional
C = Consultant

Section 15. Economic Commission for Africa

15.1 During the biennium 1996-1997, the Economic Commission for Africa (ECA) addressed two categories of emerging issues: programme activities designed to respond to new and emerging policy priorities of Member States and a review and adjustment of its strategic orientation. Activities undertaken in response to new policy priorities of Member States centred around private sector development, information technology, fostering regional cooperation and integration and civil society development.

15.2 ECA organized an international conference on "Reviving Private Investment in Africa: Partnership for Growth and Development" in Accra in June 1996. In addition to recommendations for forging partnerships between Governments and the private sector as means of attracting foreign investment to Africa, the conference saw the launching of the African Capital Markets Forum – a vehicle for sharing experience and fostering development of capital markets in the region.

15.3 The adoption and diffusion of information technology is increasingly being recognized as a major factor of production, improved productivity and economic competition. In 1996, ECA led the effort to develop the African Information Society Initiative – an action framework for promoting improved public policy for the adoption of new information technology in Africa.

15.4 Taking its commitment to the development and strengthening of civil society organizations as reflected in the 1990 African Charter on Popular Participation in Development a step further, ECA, in 1997, established the African Centre for Civil Society. The Centre will be a vehicle for promoting cooperation between African Governments and civil society and for strengthening the management and capacity of civil society organizations in Africa.

15.5 The new directions for ECA were articulated in the document entitled "Serving Africa Better: Strategic directions for the Economic Commission for Africa". The endorsement of that document by the Conference of African Ministers Responsible for Economic and Social Development and Planning at the thirty-first session of the Economic Commission for Africa in May 1996 provided the impetus for the review of the Commission's programme orientation and its programme of work for 1997.

15.6 The new programme orientation was built around five subprogrammes and two cross-cutting issues – promoting women in development and capacity-building – that will underpin those subprogrammes. For programming purposes, the activities of the African Centre for Women – the organizational unit of the Commission responsible for the advancement of women – are reflected in the subprogramme on facilitating economic and social policy analysis.

15.7 Complementing the programme and organizational reforms were a series of managerial reforms, focusing on improvement of the programme planning and budgeting systems, human resources management and communications strategy, as well as information technology systems and enhancing the staff technical capacity, through a comprehensive training programme that will be implemented incrementally. Another important aspect of the reform was the strengthening of the field presence of the Commission. This is being accomplished by redeploying 25 per cent of ECA staff resources to the subregional development centres located in the five subregions of the continent, as approved by member States.

15.8 The reform not only led to a considerable sharpening of the focus of the work of ECA, but also resulted in establishing new modalities for delivering programme activities

to achieve increased impact and numerous efficiency measures. Significant changes and improvements in ECA's programme delivery included fewer and improved reports; reduction in the number, duration and frequency of meetings; new arrangements for strengthened partnerships with African regional organizations, United Nations agencies and other multilateral and bilateral donors in support of Africa's development; greater reliance on using consultants to draw on a diverse range of expertise that may not be available in the secretariat, as well as strengthening professional interactions between outside experts and in-house specialists in order to reinforce a culture of excellence; and greater use of information technology to speed up several administrative processes and output delivery and to increase the quality of ECA's publications.

15.9 Implementation of ECA's programme activities was stymied by structural and institutional problems. The former included the persistence of the freeze on recruitment resulting in high vacancy rates (on average 19 per cent of regular budget Professional posts) in the Commission which, in turn, led to considerable difficulties in implementing approved programme activities. The lifting of the freeze towards the end of the last biennium of the medium-term plan has eased the problems of staff recruitment and facilitated implementation of the programmed activities.

15.10 The institutional constraints to programme implementation related to the significant changes that were brought about by the reforms and reorganization of the Commission during the 1995-1997 period. The programme adjustment was more pronounced in 1997, when the programme of work had to be revised to conform with the reform of the subprogrammes which were reduced in number from nine to five.

15.11 The implementation of General Assembly resolution 50/214 had an impact on the implementation of the programme of work as reflected in the termination, deferral and curtailment of some mandated activities. The mandated savings produced another effect. It stimulated the need to introduce and experiment with efficiency measures. At ECA, such measures centred around human resources management; programme planning; budgeting, monitoring and evaluation; and information management and improved service standards for procurement, travel and building management. Additional adjustments to the programme of work were prompted by ECA reform, especially the streamlining of the intergovernmental machinery and the reduction of the number and frequency of intergovernmental meetings.

15.12 The impact of mandatory savings cannot be estimated in monetary terms alone. They encompass unfulfilled promises tied to the implementation of activities for which many users had expectations, and also lost opportunities for creating policy awareness and the sharing of experience on many development issues. Overall, the 1996-1997 biennium witnessed more than usual adjustments because of the combination of the mandatory savings measures in resolution 50/214 and the adoption of a new strategic orientation for ECA.

Section 16. Economic and Social Commission for Asia and the Pacific

Actual programme performance in relation to the commitments in the programme budget for the biennium 1996-1997 (A/50/6/Rev.1)

(Expressed in number of outputs)

			Departures from programmed commitments			*Addition by*		*Work-months utilized*			
Programme	*Programmed*	*Implemented*	*Reformulated*	*Postponed*	*Terminated*	*Legislation*	*Secretariat*	*Regular budget*	*Extra-budgetary*	*Total*[a]	
Environment and sustainable development	203	116	12	17	58	—	—	298.50	17.00	315.50	P
								16.25	55.50	71.75	C
Statistics	44	30	—	—	14	2	15	61.40	1.00	62.40	P
								3.75	10.50	14.25	C
Poverty alleviation through economic growth and social development	119	85	4	7	23	8	5	206.75	78.00	284.75	P
								8.50	14.25	22.75	C
Transport and communications	44	33	3	—	8	10	21	131.50	107.25	238.75	P
								—	95.75	95.75	C
Least developed, land-locked and island developing countries	16	13	—	1	2	2	2	38.25	15.75	54.00	P
								—	3.50	3.50	C
Regional economic cooperation	136	93	5	7	31	26	10	260.25	79.25	339.50	P
								0.25	35.25	35.50	C
Section total	**562**	**370**	**24**	**32**	**136**	**48**	**53**	**996.65**	**298.25**	**1 294.90**	**P**
								28.75	**214.75**	**243.50**	**C**

[a] P = Professional
C = Consultant

Section 16. Economic and Social Commission for Asia and the Pacific

16.1 During the period of the medium-term plan 1992-1997, the membership in the Economic and Social Commission for Asia and the Pacific (ESCAP) increased from 49 to 60, mainly as a result of new members from the Commonwealth of Independent States. Enlarged membership and geographical coverage between Asia and Europe encouraged closer interregional cooperation in satisfying development needs of the two regions in trade, transport, infrastructure development and the protection of the environment. Furthermore, increasing needs were expressed by those countries for assistance in the establishment of financial institutions and infrastructure on the pattern of market economies, the management of natural resources and the development of social services.

16.2 During the period of the medium-term plan 1992-1997, ESCAP was involved in supporting the preparation and follow-up of the major global conferences. Preparatory regional meetings were held to ensure that the priorities of member States would receive due attention at the global level. Recommendations emanating from those conferences were vital to the Asia-Pacific region, which supports three quarters of the world's absolute poor and a growing population and continues to face environmental degradation. Regional action plans to implement plans and programmes agreed upon at the global conferences were important components of the Commission's programme of work.

16.3 In preparation for the special session of the General Assembly in 1997, a regional review was conducted to assess the progress achieved in the implementation of the outcome of the 1992 Earth Summit. To promote the transfer of environmentally sound technologies, initiatives were undertaken to establish a regional cooperative policy mechanism.

16.4 A regional review was conducted on the progress in the implementation of the Agenda for Action on Social Development in the ESCAP Region (the regional Social Development Agenda) in the context of the Programme of Action of the World Summit for Social Development. While acknowledging the progress and continuous efforts made by many countries in the region in poverty alleviation, employment generation and social integration, various social challenges still remained to be addressed. In that connection, further action required to accelerate the fulfilment of the goals in the regional Social Development Agenda was determined. Activities in the area of human resources development focused on capacity-building of the public and NGO sectors through promotion of best human resource development practices and the training of social service personnel.

16.5 Throughout the plan period, ESCAP's emphasis has been on analytical perspectives for economic development issues, strategies and policies and on identifying and analysing emerging development challenges facing the countries of the region. During the biennium 1996-1997, the Commission addressed, through the annual theme studies, issues of rural poverty alleviation and sustainable development; and the prospects and constraints facing the region in trade, investment and transport and communications.

16.6 Operational activities in various fields supplemented the efforts of member States to upgrade their national capabilities. Forty-nine per cent of total professional work-months utilized in the 1996-1997 biennium were devoted to such assistance. Particularly in the social field, advisory services and group training proved to be the most effective means to reach local governments and grass-roots people, including the urban and rural poor, women, children, youth, the aged and the handicapped. Technical assistance was provided to developing countries in the areas of both trade policy and trade promotion, including accession to the World Trade Organization (WTO), enhancing their understanding of the

implications of vital WTO-related issues; implications for non-member countries of the Asia-Pacific Economic Cooperation (APEC) process; trade facilitation and trade efficiency; networking of trade-related research institutions; and strengthening of existing regional mechanisms.

16.7 The New Delhi Action Plan on Infrastructure Development for Asia and the Pacific was launched with a view to responding to the continued needs of the member and associate member Governments of the region for achieving the goals and objectives for economic and social development through infrastructure development. With the assistance of the secretariat, a tripartite alliance was initiated between the private and public sectors and multilateral and intergovernmental agencies to explore ways and means of accelerating investment opportunities for infrastructure development. As part of the secretariat's effort to strengthen intraregional and interregional land transport linkages, a programme of subregional training was undertaken on the implications of conventions concerning land transport facilitation. To increase the technical capacity of developing countries in their efforts to maximize socio-economic benefits from tourism development, while minimizing its adverse impact, activities intensified in the areas of regional and subregional promotion of tourism; human resources development in the tourism sector; and the economic impact of tourism. With ESCAP in the role of coordinator, the Network of Asia-Pacific Education and Training Institutes in Tourism was established in 1997.

16.8 During the biennium 1996-1997, efforts were exerted to support and spread the dynamism an increasing number of developing countries in the Asian and Pacific region were experiencing, with the aim of sustaining the momentum of growth and development while contributing to the alleviation of income disparities within the region. Recognizing the need to promote and strengthen subregional economic cooperation as a stepping stone to regional economic cooperation and to the progress and sustained development of the ESCAP region, the member countries in North-East Asia were brought together with a view to promoting the establishment of a business forum which would link local business promotion organizations. Similar subregional cooperation was encouraged among member countries in South-Western Asia, including the member countries of ECO, with a focus on the development of hard and soft infrastructure for trade and investment. Vital assistance was provided to the Bangladesh-India-Myanmar-Sri Lanka-Thailand Economic Cooperation initiative by formulating a development programme of sectoral cooperation. Another important initiative was the joint formulation of the Special Programme for the Economies of Central Asia with the Economic Commission for Europe, which aims at facilitating economic cooperation among the Central Asian economies as well as their integration into Asia and Europe.

16.9 As part of the efforts of the United Nations Secretariat to achieve the target savings mandated by the General Assembly, ESCAP instituted a freeze on recruitment to fill vacant posts. Subsequently many of those posts were earmarked for abolition in the biennium 1998-1999 within the Organization's post reduction exercise. Given the fact that those posts were identified from existing vacant posts, the availability of Professional staff resources for implementing the mandated activities were uneven in the programme areas. Adverse impact on major priority areas of the programme of work occurred in areas such as trade policy and promotion, environment, women-in-development, infrastructure development and promotion of sustainable development of small island developing States. Development policy analyses and statistical information services, which are vital for maintaining the

secretariat's capacity in research and analyses, were also affected. Vacancies rates of the established regular budget Professional posts for subprogrammes on statistics, transport and communications and least developed, landlocked and island developing countries were over 30 per cent throughout the biennium. The average vacancy rate for regular budget Professional posts was 19 per cent. A number of programmed activities were terminated, postponed or modified to reduce the scope of work and/or the frequency of publications. Overall, 43.5 per cent of total work-months utilized in the implementation of ESCAP's programme of work in 1996-1997 were financed from extrabudgetary resources.

Section 17. Economic Commission for Europe

Actual programme performance in relation to the commitments in the programme budget for the biennium 1996-1997 (A/50/6/Rev.1)

(Expressed in number of outputs)

			Departures from programmed commitments			*Addition by*		*Work-months utilized*			
Programme	*Programmed*	*Implemented*	*Reformulated*	*Postponed*	*Terminated*	*Legislation*	*Secretariat*	*Regular budget*	*Extra-budgetary*	*Total*[a]	
Trade facilitation	95	90	3	—	2	—	—	125.00	—	125.00	P
								—	—	—	C
Development of international trade	41	26	—	2	13	1	—	76.00	—	76.00	P
								4.00	—	4.00	C
Environment	152	116	—	4	32	22	—	384.00	—	384.00	P
								9.00	—	9.00	C
Energy	104	81	2	—	21	—	—	155.00	19.00	174.00	P
								—	—	—	C
Human settlements	21	13	—	3	5	—	—	37.00	—	37.00	P
								—	13.00	13.00	C
Statistics	62	52	—	—	10	—	1	119.00	—	119.00	P
								3.00	—	3.00	C
Transport	341	300	—	11	30	12	16	323.00	2.00	325.00	P
								13.00	—	13.00	C
Economic analysis	37	13	—	18	6	1	—	372.00	39.00	411.00	P
								8.00	18.00	26.00	C
Industry and technology	78	66	—	—	12	5	—	133.50	74.00	207.50	P
								5.00	—	5.00	C
Agriculture and timber	53	44	—	8	1	—	—	75.00	—	75.00	P
								—	—	—	C
Section total	**984**	**801**	**5**	**46**	**132**	**41**	**17**	**1 799.50**	**134.00**	**1 933.50**	**P**
								42.00	**31.00**	**73.00**	**C**

[a] P = Professional
C = Consultant

Section 17. Economic Commission For Europe

17.1 During the biennium 1996-1997, the Economic Commission for Europe (ECE) focused its attention on further promoting the integration of the transition countries in Central Europe and other less developed countries in the region into the European and global economy. This was necessary since more than one half of Commission's member countries are economies in transition, undergoing tremendous economic and political changes.

17.2 During the period under consideration, the Commission realized a number of significant achievements, which include the development of norms and standards and their globalization through the endorsement by ECOSOC at its annual session in 1997; the launching of the ECE Convention on Access to Environmental Information and Public Participation in environmental decision-making; the negotiation, under the Convention on Long-range Transboundary Air Pollution, of two new legally binding protocols on persistent organic pollutants and heavy metals; the implementation of the Convention on the Protection and Use of Transboundary Watercourses and International Lakes; the revision of the Customs Convention on the International Transport of Goods; the convening of the Regional Conference on Transport and Environment; the establishment of the Southeastern European Cooperative Initiative; the transformation of the Centre for the Facilitation of Procedures and Practices for Administration, Commerce and Transport; and the development, in collaboration with ESCAP, of the Special Programme for Economics of Central Asia.

17.3 To adapt to the dynamics of changing needs and priorities and to cope with a shrinking resource base, the Commission initiated a reform process in 1995 involving an intensive and in-depth review of its strategic directions and programme of work. This review exercise, which resulted in a plan of action, provided a comprehensive framework for translating into action the strategic directions highlighted in the ministerial declaration on the strengthening of economic cooperation in Europe. The plan called for the reorientation of ECE's programme of work according to the following three main principles: (a) the focus on areas where the Commission has recognized expertise and proven advantages; (b) the exercise of flexibility in the method of work; and (c) the strengthening of cooperation with other regional organizations.

17.4 The focus on areas where the Commission has recognized expertise and proven advantages resulted in a streamlining and rationalization of the programme of work, as well as in a reduction in the corresponding intergovernmental machinery – from 14 subsidiary bodies to 7. Furthermore, this exercise resulted in the reorganization and strengthening of various subprogrammes, namely, environment, transport, statistics, trade facilitation and development of international trade. The subprogramme on economic analysis was reorganized to reflect emphasis on the economic developments and problems in economies in transition, as well as on the interdependencies within the ECE region. The activities under the industry and technology subprogramme were subsumed under other subprogrammes.

17.5 As a consequence of the budgetary reductions imposed by the General Assembly, the Commission was unable to invest adequate energy and time in forward-thinking research and analysis. The budgetary reductions had a more serious impact on programme implementation as a number of programme activities or outputs were either terminated or postponed. Particularly crucial was the non-implementation of activities in areas designated as high priority by member countries. Overall, 46 programmed activities were postponed and 132 terminated, mainly in the published material category. The highest number of these postponements and terminations occurred within the economic analysis and environment subprogrammes, which are designated as high priority.

17.6 The Commission devoted 81 per cent of its total budget to the implementation of identifiable activities and implemented 83 per cent of them. International cooperation and coordination, harmonization and liaison consumed only 8 per cent, and 11 per cent went to operational activities. The greater part of ECE's total budget was derived from regular budgetary allocations. Extrabudgetary resources accounted for only 11 per cent of the total budget.

17.7 An average vacancy rate of 14 per cent made it necessary to readjust the programme of work and to redistribute the load among existing staff members. However, the new demands of member States could not be met and both the quality and standards of outputs in certain areas were affected.

Section 18. Economic Commission for Latin America and the Caribbean

Actual programme performance in relation to the commitments in the programme budget for the biennium 1996-1997 (A/50/6/Rev.1)

(Expressed in number of outputs)

			Departures from programmed commitments			Addition by		Work-months utilized			
Programme	*Programmed*	*Implemented*	*Reformulated*	*Postponed*	*Terminated*	*Legislation*	*Secretariat*	*Regular budget*	*Extra-budgetary*	*Total*[a]	
International trade and development finance	38	37	—	—	1	—	—	154.00	—	154.00	P
								—	—	—	C
Environment and human settlements	12	8	—	—	4	—	—	64.00	—	64.00	P
								9.00	—	9.00	C
Population	31	26	—	2	3	—	—	36.00	30.50	66.50	P
								—	—	—	C
Natural resources and energy	15	8	—	1	6	—	—	84.00	7.00	91.00	P
								4.00	—	4.00	C
Statistics and economic projections	28	25	—	—	3	—	—	135.00	—	135.00	P
								—	—	—	C
Social development	29	27	—	—	2	—	—	137.50	3.00	140.50	P
								3.00	—	3.00	C
Transport	22	21	—	—	1	—	—	49.00	—	49.00	P
								—	—	—	C
Economic development	20	18	1	—	1	—	—	476.00	2.00	478.00	P
								—	—	—	C
Economic and social planning	27	24	—	1	2	—	—	64.00	48.50	112.50	P
								—	—	—	C
Industrial, scientific and technological development	14	12	—	—	2	—	—	52.00	—	52.00	P
								—	—	—	C
Food and agriculture	2	2	—	—	—	—	—	45.00	—	45.00	P
								—	—	—	C
Regional integration and cooperation	5	5	—	—	—	—	—	55.00	—	55.00	P
								—	—	—	C

Programme	Programmed	Implemented	Departures from programmed commitments: Reformulated	Postponed	Terminated	Addition by: Legislation	Secretariat	Work-months utilized: Regular budget	Extra-budgetary	Total[a]	
Subregional activities in Mexico and Central America	61	58	—	—	3	—	—	341.00	17.00	358.00	P
								31.00	—	31.00	C
Subregional activities in the Caribbean	106	85	9	2	10	—	—	162.00	—	162.00	P
								26.00	—	26.00	C
Section total	**410**	**356**	**10**	**6**	**38**	**—**	**—**	**1 854.50**	**108.00**	**1 962.50**	**P**
								73.00	**—**	**73.00**	**C**

[a] P = Professional
C = Consultant

Section 18. Economic Commission For Latin America and the Caribbean

18.1 Work during the biennium 1996-1997 proceeded as programmed with a fairly high implementation rate of 89 per cent. Only six programmed activities were postponed to the 1998-1999 biennium. These were mainly activities already in progress but not expected to be completed by the end of 1997. Furthermore, the Commission terminated 38 activities because of the mandated reductions in budgetary resources.

18.2 Despite the budgetary reductions, tangible achievements were made during the biennium. In the area of new technologies, the Economic Commission for Latin America and the Caribbean (ECLAC) made considerable efforts to improve the Commission's electronic communications system. The production of traditional hard-copy fascicles, such as CARISPLAN Abstracts, is now being done in electronic format and disseminated through the ECLAC website on the Internet. This innovation has not only improved on-line access capabilities of external users to a wide range of information sources and ECLAC publications, but has also strengthened interconnection and data transfer among ECLAC offices. The adoption of modern electronic publishing techniques for document production, such as the use of CD-ROMS and the World Wide Web, contributed considerably to cost reductions and savings.

18.3 To foster cooperation among member States, the Commission promoted bilateral as well as multilateral cooperation in the areas of trade facilitation, transport, common standards, scientific research and technological development, the efficient use of energy and environmental protection. Furthermore, ECLAC continued to monitor the macroeconomic performance of member countries as well as the means available to them to overcome the periodic constraints that the economies in the region face. In the light of this, the Commission designed and implemented policies to strengthen domestic capabilities to generate financial resources for investment and capital accumulation.

18.4 During the biennium 1996-1997, substantial efforts were made to support member countries in the design and implementation of social policies, programmes and projects to enable them to achieve increased social equity as well as to enhance the identification and follow-up of poverty situations, including the identification of the linkages between employment, income distribution and education. The implementation of the Regional Programme of Action for the Women of Latin America and the Caribbean, was the result of this effort. The Commission also carried out preparatory activities for the Regional Conference on Social Development, in April 1997, to follow up on the implementation of the plans and programmes agreed upon during the World Summit.

18.5 ECLAC was actively involved in the follow-up activities to Agenda 21, particularly in the areas dealing with environmentally sustainable management of natural resources, as well as the preservation of biological diversity and the management of hazardous wastes. It strengthened the capacity of member States to produce the statistics and projections needed to formulate their development policies and helped them to incorporate population variables into their social policies, programmes and projects.

Section 19. Economic and Social Commission for Western Asia

Actual programme performance in relation to the commitments in the programme budget for the biennium 1996-1997 (A/50/6/Rev.1)

(Expressed in number of outputs)

			Departures from programmed commitments			*Addition by*		*Work-months utilized*			
Programme	*Programmed*	*Implemented*	*Reformulated*	*Postponed*	*Terminated*	*Legislation*	*Secretariat*	*Regular budget*	*Extra-budgetary*	*Total*[a]	
Management of natural resources and environment	19	14	2	—	3	1	—	75.00	2.00	77.00	P
								17.00	—	17.00	C
Improvement of the quality of life	39	23	4	—	12	3	—	137.50	4.00	141.50	P
								15.50	22.00	37.50	C
Economic development and cooperation	52	41	2	1	8	9	1	293.50	22.50	316.00	P
								33.50	1.00	34.50	C
Regional development and global changes	19	5	13	—	1	—	1	93.00	—	93.00	P
								18.50	7.50	26.00	C
Special programmes and issues	11	8	1	—	2	—	—	80.00	—	80.00	P
								6.50	—	6.50	C
Section total	**140**	**91**	**22**	**1**	**26**	**13**	**2**	**679.00**	**28.50**	**707.50**	**P**
								91.00	**30.50**	**121.50**	**C**

[a] P = Professional
C = Consultant

Section 19. Economic And Social Commission for Western Asia

19.1 The strategy that guided the Economic and Social Commission for Western Asia (ESCWA) in the formulation and implementation of the revised programme of work in 1995 continued to direct its footsteps during the biennium 1996-1997.

19.2 The thematic and multidisciplinary approach in the formulation and implementation of the programme of work was a major tool for ensuring a leaner and more coherent programme of work. During the biennium 1996-1997, this approach, benefiting from experience accrued in 1994-1995, gained momentum both in quantitative and qualitative terms.

19.3 Over the period of the medium-term plan 1992-1997, ESCWA established and/or operationalized four specialized subsidiary intergovernmental committees to enhance each of the consultative and evaluation processes with member States. The biennium 1996-1997 witnessed the second session of the Statistical Committee and the first sessions of the Committee on Social Development, the Committee on Energy and the Committee on Water. Furthermore, the Commission adopted resolutions for the establishment of two other specialized subsidiary committees, which will become operational in 1998-1999, namely, the Committee on Transport and the Technical Committee on Liberalization of Foreign Trade and Economic Globalization in countries of the ESCWA region. The establishment of the Committee on Transport epitomizes the efforts of ESCWA's secretariat to intensify its work in sectors in which it has a comparative advantage. The institution of the Technical Committee on Liberalization of Foreign Trade and Economic Globalization epitomizes the positive response on the part of ESCWA member States to a series of multidisciplinary activities started by ESCWA in 1994-1995 to address the issue of economic globalization. In this regard, a study and a meeting on challenges and opportunities of the new international trade agreement(Uruguay Round): post-Uruguay preparations and adjustments in selected sectors took place in 1997. The decision of the Commission to establish the Technical Committee on Liberalization of Foreign Trade and Economic Globalization and to convene the Committee on Water Resources annually instead of biennially signalled the increased interest in using ESCWA as a regional forum for interaction on this matter.

19.4 Efficiency measures introduced by the United Nations in late 1995 necessitated readjustments in the programme of work. Many activities had to be curtailed and others subsumed under other relevant activities. However, the more pronounced effect on implementation was evidenced in the freeze on recruitment, which prevented ESCWA from redressing its long standing vacancy problem. The vacancy rate averaged 24 per cent during the biennium. The issue of the freeze was alleviated through exceptions granted for filling higher managerial posts. The vacancy situation was mitigated by resorting to short-term recruitments and consultancy services, pending the filling of vacant posts on a more permanent basis.

Section 21. Human rights

Actual programme performance in relation to the commitments in the programme budget for the biennium 1996-1997 (A/50/6/Rev.1)

(Expressed in number of outputs)

			Departures from programmed commitments			*Addition by*		*Work-months utilized*			
Programme subprogramme	*Programmed*	*Implemented*	*Reformulated*	*Postponed*	*Terminated*	*Legislation*	*Secretariat*	*Regular budget*	*Extra-budgetary*	*Total*[a]	
Promotion and protection of human rights											
Implementation of international instruments and procedures	266	253	—	13	—	40	—	381.50	25.00	406.50	P
								10.00	—	10.00	C
Elimination and prevention of discrimination and protection of minorities and vulnerable groups	31	24	2	2	3	7	—	72.00	19.00	91.00	P
								—	—	—	C
Advisory services and technical cooperation	57	36	1	9	11	13	7	129.60	14.50	144.10	P
								7.00	—	7.00	C
Research, studies and standard-setting	71	63	—	—	8	22	4	142.00	17.50	159.50	P
								3.00	3.00	6.00	C
Section total	**425**	**376**	**3**	**24**	**22**	**82**	**11**	**725.10**	**76.00**	**801.10**	**P**
								20.00	**3.00**	**23.00**	**C**

[a] P = Professional
C = Consultant

Section 21. Human rights

21.1 The establishment of the post of United Nations High Commissioner for Human Rights in December 1993 was a crucial milestone in the development of United Nations machinery for the protection of human rights. Another dimension was added to the human rights programme over the period of the medium-term plan 1992-1997 through the progressive opening of human rights field offices and a significant increase in advisory services and technical cooperation activities.

21.2 In 1994, the United Nations High Commissioner for Human Rights initiated a process aimed at restructuring the programme of work and the organization of the Centre for Human Rights. The Secretary-General, in his bulletin of 12 September 1997, approved the new structure, which provides a functional framework for integrated and consolidated activities of the Secretariat in the field of human rights.

21.3 One of the most important evolutions in the human rights programme in the last few years has been the increasing call of Governments and United Nations bodies for the programme to carry out activities at the country level. By the end of 1997, human rights field activities are being carried out through offices or presences in 15 countries or territories staffed by over 200 individuals.

21.4 The technical cooperation programme in the field of human rights has grown significantly since the beginning of this decade in the number of projects carried out, in the amount of funds available and in the breadth of subjects covered. Between 1992 and 1997, the amount of expenditures increased from $2.2 to $6.6 million. During the biennium 1996-1997, 67 per cent of professional work-months utilized were devoted to technical cooperation activities.

21.5 There has been a 30 per cent rise in ratifications since 1992, amounting to 162 additional accessions to the six core treaties on human rights. Consequently, the treaty monitoring bodies in 1997 examined 16 per cent more State reports than in 1995 and nearly double the number of State reports on implementation than they had examined in 1992. This has led to a substantial increase in the workload of the staff during the biennium 1996-1997.

21.6 Since 1992, six additional country focus special rapporteurs and five additional special rapporteurs on thematic issues have been mandated under special procedures. The thematic mechanisms cover a wide range of issues, including racism and racial discrimination, the protection of particularly vulnerable groups, such as children and internally displaced persons, the protection of certain fundamental rights, such as freedom of expression and belief, and particularly serious violations of physical integrity, such as violence against women, summary or arbitrary executions, enforced disappearances and torture. Each of these procedures, in accordance with its own mandate, responds to individual cases of alleged violations. In 1997, over 5,000 cases were transmitted to Governments, of which close to 400 were urgent interventions designed to prevent possible violations, particularly in the areas of disappearances, torture and executions. In addition, fact-finding missions to 14 countries were organized.

21.7 The Secretary-General, in his reform proposals presented in July 1997, made human rights an integral part of United Nations activities to promote peace and security, economic prosperity and social equity, which required the full integration of human rights into the broad range of the Organization's activities. Thus, the United Nations High Commissioner for Human Rights is a member of the four relevant Executive Committees on Peace and Security, Economic and Social Affairs, for Development Cooperation and on Humanitarian Affairs and of the Senior Management Group, which meets weekly to advise the Secretary-

General on important management and policy issues. The secretariat has thus been called upon to provide substantive input to all major areas of policy making.

Section 22. Office of the United Nations High Commissioner for Refugees

22.1 On 31 December 1991, at the time of the preparation of the medium-term plan 1992-1997, there were some 17 million persons of concern to the Office of the United Nations High Commissioner for Refugees (UNHCR). This number increased by the end of 1994 to 27.4 million. However, by the end of 1996, the overall population of persons of concern to UNHCR had fallen to some 22.7 million and was expected to have fallen still further by the end of 1997, mainly as the result of further repatriation movements (e.g., Afghanistan, Angola, Burundi, Democratic Republic of the Congo, Ethiopia, former Yugoslavia, Guatemala, Iraq, Liberia, Mali, Myanmar, Republic of Congo (Brazzaville), Rwanda, north-western Somalia, Tajikistan, Togo) and the absence of large-scale refugee emergencies.

22.2 In terms of resources to discharge its mandate, total voluntary contributions in 1996 to both general and special programmes amounted to $970 million; the United Nations regular budget contributions towards administrative support costs at Headquarters amounted to $25.3 million. In 1997, total voluntary contributions amounted to $805 million; the United Nations regular budget contribution amounted to $22.1 million. On 1 January 1996, total staffing stood at 5,365 (of whom 4,527 or 84.4 per cent were in the field). In 1997, on the same date, total staffing had risen slightly to 5,404 (of whom 4,565 or 84.5 per cent were in the field). Included in these figures are 244 posts at headquarters funded under the United Nations regular budget. The vacancy rate throughout the biennium for both Professional and General Service staff funded under the regular budget averaged 8 per cent.

International protection

22.3 In the course of 1996, two additional States (South Africa and Kyrgyzstan) acceded to the 1951 United Nations Convention relating to the Status of Refugees and its 1967 Protocol. In 1997, Estonia, Lithuania and Latvia also acceded to both instruments, bringing the number of States Parties of these instruments to 135. In the same period, Azerbaijan, Brazil, Spain and Guatemala acceded to the 1954 Convention relating to the Status of Stateless Persons and Azerbaijan and Bosnia and Herzegovina to the 1961 Convention on the Reduction of Statelessness. This brought the number of accessions to the 1954 Convention relating to the Status of Stateless Persons to 45 and the number to the 1961 Convention on the Reduction of Statelessness to 19, as at 31 December 1997.

Effective implementation of refugee rights

22.4 During the reporting period, the Office has provided some 9,000 travel documents to assist Governments in the implementation of the provision on the rights of travel of refugees as laid down in article 28 of the 1951 Convention relating to the Status of Refugees; in some countries (e.g., Côte d'Ivoire, Guinea, Malawi), the Office also provided assistance for the issuance of more than 500,000 refugee identity cards. In pursuing the effective implementation of refugee rights, UNHCR has focused on refugee women. In addition, the Office continued to follow up the relevant strategic objections of the Platform of Action

adopted at the Fourth World Conference on Women by integrating activities based on these objectives into the delivery of its multi-sectoral programmes for refugee women. A major effort to integrate refugee women's concerns and needs into all protection and assistance programmes is under way, both through the progressing institutionalization of people-oriented planning and through the work of four recently appointed regional advisers on refugee women. Another focus of UNHCR's activities has been on refugee children and adolescents. Child rights-based performance objectives have been established for all phases of UNHCR operations in complex emergencies. To implement these performance objectives, a trust fund has been set up to jump-start child rights and youth programmes in various operations, with the aim of strategically reorienting programming for children and adolescents. Four senior regional policy officer (children) posts have been created for critical regions to help field operations with needs assessments and programme innovation and to coordinate policies and programming on a regional basis.

Promotion and dissemination of principles of refugee law

22.5 The promotion and dissemination of refugee law is largely accomplished through training activities. In 1996, some 500 UNHCR staff were trained in the areas of general protection, status determination, interview techniques, returnee monitoring, training of trainers and negotiation and mediation skills. A refugee law course organized with the International Institute of Humanitarian Law was attended by some 30 government officials and academics from various countries worldwide. In 1997, over 300 training events on protection were organized by UNHCR field offices, targeting government counterparts and NGO staff. From 29 November to 2 December 1997, UNHCR organized, in collaboration with the Institute of International Humanitarian Law, a refugee law course in Cairo for the members of the League of Arab States.

Emergency response and relief, care and maintenance

22.6 In 1996 and the greater part of 1997, UNHCR's major emergency relief work was centred on the Great Lakes region of Africa. During July and August 1996, there had been a repatriation of Rwandan refugees from Burundi. Some 726,000 Rwandan refugees were repatriated in November and December 1996 from eastern Zaire. In the United Republic of Tanzania, the repatriation of over 500,000 Rwandan refugees in December 1996 and January 1997 followed the sudden exodus of the refugees from the camps towards the interior of the country. During this period, UNHCR activities in eastern Zaire were mainly focused on locating the Rwandan refugees, providing emergency assistance and repatriating them by air and land from various locations.

22.7 After the emergency phase of a refugee operation, the basic needs of a refugee population are covered by activities described as care and maintenance until such time as a durable solution is possible. During 1996-1997, the main care and maintenance programmes were in Africa (Côte d'Ivoire, Ethiopia, Ghana, the Great Lakes region, Guinea, Kenya and the Sudan).

22.8 To encourage appropriate and predictable contributions from other agencies in response to refugee emergencies and care and maintenance situations, UNHCR has entered into or revised a range of Memoranda of Understanding (MOU) with relevant agencies. UNHCR signed an MOU with the United Nations Children's Fund in 1996, with the World Food Programme (WFP) and the World Health Organization (WHO) in March 1997 and

a framework for cooperation agreement with the United Nations Development Programme in April 1997.

Durable solutions

22.9 As a durable solution to refugee problems, local settlement schemes in countries of asylum have encountered increased constraints, such as limitations in issuing work permits and scarcity of agricultural land, to name only two. In addition, xenophobia and severe unemployment in some host countries have added to the problems refugees face when attempting to find opportunities to become self-reliant and contribute to the local economy in their countries of asylum.

22.10 In 1996, some 35,800 refugees were resettled with UNHCR assistance, including 925 women-at-risk and 560 medical cases. Another 7,000 cases (representing 20,300 persons) were submitted and were awaiting decisions from countries of resettlement as at 31 December 1996. In 1997, some 30,250 refugees were resettled under UNHCR auspices, including refugees accepted for resettlement but not departed before the end of the year. Among those resettled, were more than 380 persons (including dependents) in the category of women-at-risk. UNHCR field offices report that another 3,000 cases (representing 9,200 persons) had been submitted and were awaiting a decision as at 31 December 1997. The overall resettlement figures do not include many other persons of concern to UNHCR who are admitted as refugees in third countries under specific resettlement and family reunification programmes, often with the active support of NGO partners.

Section 23. United Nations Relief and Works Agency for Palestine Refugees in the Near East

Significant indicators of UNRWA's operations in relation to the commitment in the programme budget for the biennium 1996-1997

	Yearly number of users or beneficiaries		
	Programmed	*Implemented*	
Programme of activity	*1996-1997*	*1996*	*1997*
1. Education			
(a) General education			
(i) Provision of elementary, preparatory and secondary education in UNRWA/UNESCO schools for eligible refugee children	398 800	436 169	447 268
(b) Vocational and professional training			
(i) Provision of vocational, technical and teacher training	4 536	6 662	6 826
(ii) Provision of university scholarships	826	1 088	1 033[a]
2. Health services			
(a) Medical care services			
(i) Provision of preventive and curative medical services to eligible refugees at UNWRA clinics and partial reimbursement of costs of treatment at government and private hospitals	3 000 000	3 368 000	3 469 000
(b) Nutrition and supplementary feeding services			
(i) Provision of nutritional support to infants and pre-school children, pregnant and nursing women and tuberculosis patients	197 000	198 000	9 600[b]
(c) Environmental health services			
(i) Provision of basic environmental health services to registered refugees in camps	1 000 000	1 100 000	1 143 000
3. Relief and social services			
(a) Relief services			
(i) Provision of assistance in the form of food rations, clothing and blankets for children, cash assistance and shelter to destitute refugees	177 200	182 267	192 000
(b) Social services			
(i) Provision of income-generating enterprises for the economically disadvantaged, social counselling, youth and women's centres, training skills and assistance to the disabled	345 000[c]	28 261	34 255

[a] The decrease is the result of austerity measures introduced in August 1997.

[b] Approximately 102,000 children below two years of age did not receive supplementary feeding assistance after donor suspended in-kind donations of baby cereal.

[c] Potential clients for developmental social services estimated at 10 per cent of the registered refugee population, which at 31 December 1997 totalled 3,469,109. In practice, resources suffice for only about one third of this number.

Section 23. United Nations Relief and Works Agency for Palestine Refugees in the Near East

23.1 The worsening of the socio-economic conditions in the area of operations of the United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA) continued to have a major impact on the Agency's operational services during the reporting period. Education remained the Agency's largest programme. During the 1996-1997 school year, 643 UNRWA schools in the Agency's five fields of operations accommodated 436,169 pupils in the elementary and preparatory cycles, including 333 students at the single Agency secondary school in Lebanon. Because of lack of funding, the Agency was not able to introduce the 10th grade in Gaza and West Bank schools.

23.2 Despite the fact that, during the 1996-1997 school year, 13 school buildings and 47 classrooms and specialized rooms were constructed or added to school premises, 75 per cent of the Agency's schools continued to operate on a double-shift basis. The decrease in 1997 in the number of university scholarships was a result of the austerity measures.

23.3 During the biennium 1996-1997, the Agency operated a total of 122 primary health care facilities, including 89 health centres, 23 health points and 10 maternal and child health clinics. Through its relief and social services programme, the Agency provided socio-economic support for the most disadvantaged of the Palestine refugees to facilitate self-reliance. At the end of 1997, 192,020 refugees were enrolled in the special hardship programme, representing 5.5 per cent of the total registered refugee population.

23.4 In addition, UNRWA provided technical and financial support to build up the capacities of community programmes. In 1997, 34,255 refugees (i.e., 10 per cent of the registered refugees) participated in these programmes.

Section 24. Department of Humanitarian Affairs

Actual programme performance in relation to the commitments in the programme budget for the biennium 1996-1997 (A/50/6/Rev.1)

(Expressed in number of outputs)

			Departures from programmed commitments			*Addition by*		*Work-months utilized*			
Programme subprogramme	*Programmed*	*Implemented*	*Reformulated*	*Postponed*	*Terminated*	*Legislation*	*Secretariat*	*Regular budget*	*Extra-budgetary*	*Total*[a]	
Emergency humanitarian assistance											
Policy planning and development	11	9	2	–	–	6	5	26.05	39.00	65.05	P
								–	29.50	29.50	C
Disaster prevention and preparedness	45	29	8	5	3	–	1	27.00	112.00	139.00	P
								–	25.00	25.00	C
Emergency information management	69	16	10	3	40	–	1	23.00	25.00	48.00	P
								6.00	2.00	8.00	C
Complex humanitarian emergencies	69	69	–	–	–	–	–	53.00	64.25	117.25	P
								–	0.20	0.20	C
Section total	**194**	**123**	**20**	**8**	**43**	**6**	**7**	**129.05**	**240.25**	**369.30**	**P**
								6.00	**56.70**	**62.70**	**C**

[a] P = Professional
C = Consultant

Section 24. Department of Humanitarian Affairs

24.1 The bulk of the work of the Department of Humanitarian Affairs (DHA) lies in promoting international cooperation and coordination, harmonization and liaison in emergency humanitarian assistance. Such activities accounted for 52 per cent of total work-months utilized during the biennium 1996-1997. The share of work-months used for operational activities in 1996-1997 has risen to 26 per cent from 12 per cent during the biennium 1994-1995. In 1996-1997, extrabudgetary resources provided for 71 per cent of work-months used in the activities of the Department, up from 56 per cent in the prior biennium 1994-1995.

24.2 Regarding quantifiable activities, 79 per cent of regular budget and 91 per cent of extrabudgetary work-months have been utilized in high priority subprogrammes resulting in an implementation rate of 94 per cent, significantly higher than the overall rate of 74 per cent.

24.3 During the biennium 1996-1997, the level of interactions on policy matters with Secretariat departments (DPA, DPKO and the Office of the High Commissioner for Human Rights) has considerably increased, in particular in relation to current efforts to introduce more coherent, integrated and coordinated system-wide approaches in countries in crisis. The preparation of a draft strategic framework for Afghanistan is an example of this. Given the high priority nature of such activities and the lack of adequate staff resources, some reshuffling of subprogramme activities has taken place.

24.4 A Lessons Learned Unit and Studies Programme was established. Independent reports assessing the effectiveness of humanitarian activities in Afghanistan, Angola and the Great Lakes region were prepared. DHA has been engaged in developing substantial expertise in assessing the humanitarian impact of sanctions. It commissioned a study that provides a solid conceptual framework for the methodology involved in these assessments. It also undertook field assessments of the humanitarian impact of sanctions (the Sudan and Burundi) in 1997.

24.5 During the reporting biennium, the Department substantially strengthened its capacity for the collection, analysis and dissemination of information related to emergencies by developing its projects ReliefWeb, the Integrated Regional Information Networks (IRINs) and the Humanitarian Early Warning System (HEWS). In October 1996, DHA launched ReliefWeb, a humanitarian information website, designed to improve access to timely and reliable information on current complex emergencies and natural disasters. By the end of 1997, an average of 12,000 documents were accessed each day and users were recorded from over 120 countries. ReliefWeb consolidates and catalogues situational, operational and analytical information to support policy and operational decision-making within the international humanitarian community.

24.6 IRINs were established in Nairobi and Abidjan to monitor the emergencies in eastern and western Africa respectively. IRINs publish twice daily reports containing up-to-date operational information and regional analyses of emergency situations. These reports receive wide circulation in the international humanitarian community and have proven to be of high value to humanitarian agencies, donors and a variety of other users.

24.7 HEWS, while maintaining a database of over 100 countries, shifted its focus to more intensive monitoring of about 20 countries of concern. Criteria for determining the countries of concern were developed and reports were prepared on many of them. In addition, numerous country briefs were prepared upon request.

24.8 To support these projects and other information requirements, the Department enhanced its information management systems. The Lotus Notes document management system, with servers in New York and Geneva, provides instantaneous document sharing between the two offices. Maintenance of these technical systems were affected because of budgetary constraints. Necessary equipment upgrades were delayed and there was minimal technical support in New York.

24.9 The period of the medium-term plan 1992-1997 witnessed three of the largest four humanitarian operations in the last five decades (the former Yugoslavia, Somalia and the Great Lakes region of Africa), involving billions of dollars of donor contributions for relief assistance to millions of extremely vulnerable persons. DHA was deeply involved in coordinating assessment of and assistance to these and other countries in crises. It fielded humanitarian coordination units or offices to support the country-based United Nations humanitarian coordinators. Twenty offices of varying strength were established. Additionally, the Department oversaw missions to countries and regions from which signals of possible conflicts were received and monitored developments in those areas.

24.10 Coordination units and offices effectively rendered support to activities not covered by the mandates of other agencies (e.g. displaced persons, regrouped persons in Burundi, demining in Afghanistan). Priority activities included leading inter-agency missions on assessment and monitoring visits to identify the most urgent needs of the country or population concerned. Reports of these missions formed the basis for the development, by the regional humanitarian coordinator, of a strategy to address the most important humanitarian needs. DHA attempted to ensure that there was a relatively smooth progression from relief activities to recovery and rehabilitation programmes where crises dissolved and allowed such a transition.

24.11 In the area of disaster prevention and preparedness, country level activities were undertaken in the form of advisory missions, project formulation, training and fellowships. Risk analysis has been particularly successful in Argentina, Chile and Peru. Capacity-building and collaboration with other agencies has largely been achieved in the regional disaster reduction programme for fifteen countries in the Pacific.

24.12 Difficulties were encountered on several levels. All disaster prevention and mitigation work is field oriented, thus the temporary freeze on expenditures hampered ongoing activities and made the initiation of new ones impossible. Furthermore, the amount of funds globally available for response to natural disasters still outweighs by far those funds used for pre-disaster work. A compounding factor has been the multitude of competing priorities in disaster-prone developing countries, leaving disaster prevention and mitigation among the less important ones.

24.13 In the high priority disaster relief subprogramme, the Department has cooperated closely with United Nations agencies in providing assistance to Member States throughout the world to support their efforts in coping with the impact of 127 natural/sudden onset disasters and environmental emergencies. Three hundred and fifty-nine situation reports were issued to alert and mobilize the international donor community and facilitate coordination of response.

24.14 The Department's capacity to provide telecommunications facilities to locations affected by emergencies has been further enhanced. Substantial savings were achieved by using own shortwave radio data links rather than mobile satellite terminals wherever possible. The Convention on the Provision of Telecommunication Resources for Disaster Mitigation and Relief Operations is ready for adoption by the Intergovernmental Conference

on Emergency Telecommunications, to be convened by the Government of Finland, 16-18 June 1998.

24.15 The Joint UNEP/DHA Environment Unit has been consolidating the mechanisms of urgent response to natural disasters and environmental emergencies and further developing its capacity to respond to industrial accidents. International assistance was provided with regard to various environmental emergencies which affected a number of countries, including the Philippines, the Russian Federation, Cuba, Somalia, Tanzania, Armenia, Georgia, Chile and Moldova. A model national contingency plan for environmental emergencies and guidelines for rapid environmental assessment in chemical accidents were elaborated and made available to the National Focal Points and UNDP offices in all countries.

Section 25. Public information

Actual programme performance in relation to the commitments in the programme budget for the biennium 1996-1997 (A/50/6/Rev.1)

(Expressed in number of outputs)

Programme/subprogramme	*Programmed*	*Implemented*	*Departures from programmed commitments*			*Addition by*		*Work-months utilized*			
			Reformulated	*Postponed*	*Terminated*	*Legislation*	*Secretariat*	*Regular budget*	*Extra-budgetary*	*Total*[a]	
Public information											
Promotional services	187	163	3	16	5	—	37	955.00	78.00	1 033.00	P
								1 410.85	27.00	1 437.85	C
Information services	51	49	—	—	2	—	—	1 779.25	—	1 779.25	P
								142.00	—	142.00	C
Library information services	45	35	2	8	—	—	4	475.00	2.00	477.00	P
								—	—	—	C
Section total	**283**	**247**	**5**	**24**	**7**	**—**	**41**	**3 209.25**	**80.00**	**3 289.25**	**P**
								1 552.85	**27.00**	**1 579.85**	**C**

[a] P = Professional
C = Consultant

Section 25. Public Information

25.1 The major accomplishments of the Department of Public Information (DPI) during the biennium 1996-1997 included the successful completion and follow-up of the cycle of global conferences, the adoption of a new approach to information policy formulation as initiated by the Secretary-General, and the harnessing of the new information technologies such as the Internet to convey a more accurate picture of the Organization's achievements to its audiences worldwide. In this regard, the Department consolidated its ties with the media, established and strengthened partnerships within and outside the United Nations system, developed wider audiences and streamlined its operational machinery to enhance effective programme delivery.

25.2 While maintaining a flexible approach in handling its many mandates, the Department focused its efforts on the priority areas as well as on the issues of global importance, such as the United Nations System-wide Special Initiative on Africa; Agenda 21 (Rio + 5); the observance of the fiftieth anniversary of the United Nations, the preparations for the fiftieth anniversary of the Universal Declaration of Human Rights and the special session of the General Assembly on drugs. Furthermore, the Department held one of its most successful annual conferences for NGOs with the participation of more than 1,450 representatives from over 500 organizations worldwide. Under the theme "The United Nations: Facing the Challenges of the Changing World", participants discussed broad proposals for United Nations reform and exchanged views with members of the General Assembly's five high-level working groups on reform. With the assistance of United Nations information centres and the United Nations Information Centres Service, parallel events were held in the various regions in cooperation with local NGOs.

25.3 In order to give United Nations publications the widest possible dissemination, the Department instituted the posting of the Organization's publications on electronic networks. *Notes for Speakers*, was redesigned as *United Nations Briefing Papers* so as to enhance its marketability while retaining its function as a free information resource on the United Nations. To widen their outreach, *Africa Recovery*, the *United Nations Chronicle*, and other recurrent publications, including language editions, are now regularly posted on the Internet. *Development Business* was merged with a competing World Bank publication to prevent duplication.

25.4 The Dag Hammarskjöld Library continued to stress technological innovation to make its vast amount of information and research material available through databases, CD-ROMs and the Internet. During the biennium, over 200 subscriptions of the quarterly UNBIS Plus on CD-ROM were sold worldwide to academic institutions, NGOs and government, business, public and national libraries. In response to users' interest, the Library created "Cyberseek", a hands-on Internet training programme for staff and delegates of United Nations Permanent Missions. It also launched the CyberSchoolBus, an interactive educational service on the World Wide Web, which introduces the United Nations to teachers and students through lesson plans and activities on global concerns.

25.5 The capacity of radio, as the medium that attracts the largest audience was dramatically strengthened. The United Nations Radio information system, available by telephone 24 hours a day in English, French and Spanish, was further expanded with the addition of twice-weekly press briefings from Geneva. Radio links were established through a network of more than 1,800 radio stations worldwide and the *Daily Highlights* are now posted directly onto the United Nations home page. During the biennium, United Nations Radio produced and disseminated over 550 documentaries in 15 languages dealing with peacekeeping, human

rights, sustainable development, African socio-economic recovery, crime prevention and drug-traffic control, among other issues.

25.6 To further enhance the growing partnership between the United Nations and television broadcasters, over 200 professionals and executives from around the world met, for the first time, at Headquarters, in 1996 and 1997 for the United Nations World Television Forum organized by the Department to examine the role of television in covering United Nations-related issues. The forums were co-sponsored by Radio Televisione Italiana, the Ministry of Foreign Affairs of Italy and the Mediaset Organization. Through arrangements with television networks worldwide, the Department's video product, "Year in Review", reached an estimated 360 million households via satellite broadcasts in six languages and its weekly television Programme, "United Nations in Action", reached an audience of about 200 million in 106 countries.

25.7 Programme delivery was affected by the mandated savings measures which resulted in reductions in the budget an average vacancy rate of 11 per cent. As a result, a number of programmed outputs were either postponed or terminated. There was also a decline in the coverage of meetings and in the production of press releases as it was not possible to maintain the mandated level and quality of programmed activities when resources were reduced as much as they were during the biennium. Furthermore, the Department was unable to produce a video on new dimensions of United Nations human rights activities, and the *UNDOC: Current Index* (quarterly), and *UNDOC: Current Index* edition on microfiche (annual) for the same reasons stated above. In some cases, management decisions were taken to optimize the use of available resources through redeployment. The planned NGO operational manual, for example, was postponed in order to provide substantive support to the network of United Nations information centres in the organization of local meetings and conferences that parallelled the annual DPI/NGO conferences in New York. The bulk of the Department's resources were devoted to the production of quantifiable outputs. Only 5 per cent were utilized to enhance international cooperation and coordination, harmonization and liaison functions.

Section 26A. Office of the Under-Secretary-General for Administration and Management

Selected output/services provided by the Office of the Under-Secretary-General for Administration and Management during the biennium 1996-1997

Output service by subprogramme	*Programmed* 1996-1997	*Number provided* 1996	1997
2 Financial management and control systems			
(a) Parliamentary documentation			
(i) Annual reports of the Secretary-General to the General Assembly on:			
The financial situation of the Organization	*	6	5
Financial reports and audited financial statements and reports of the Board of Auditors	*	1	1
Standards of accommodation for air travel	*	1	1
Travel and related entitlement	*	2	
Other ad hoc reports as required[b]	*	12	5
3 Contributions assessment and processing			
(a) Parliamentary services			
(i) Substantive servicing to the annual sessions of the Committee on Contributions and the Fifth Committee of the General Assembly	*	3	3
(ii) Provision of support to pledging conferences for a variety of United Nations activities	*	1	—
(iii) Preparation of studies and reports on the scale of assessments	*	2	1
(b) Published materials			
(i) Technical material: monthly report on status of contributions	*	12	12
(c) Administrative support services			
(i) Assessment of contributions of Member States to the regular budget of the United Nations and for the financing of peacekeeping operations	90	39	51
(ii) Assessment of contributions by non-Member States for their participation in United Nations activities	*	1	1
(iii) Processing of assessed and voluntary contributions and monitoring the status	*	3 319	3 246
4 Treasury services			
(a) Bank accounts administered			
(i) Headquarters actions[c]	*	184	196
(ii) Offices away from Headquarters	*	338	355
(b) Short-term investments (number of actions)	*	13 883	14 046
(c) Receiving and recording of payments (number of cash receipts)	*	11 344	9 614

Output service by subprogramme	*Programmed* 1996-1997	*Number provided* 1996	1997
(d) Effecting all disbursements			
(i) Number of cheques only	[a]	49 394	48 334
(ii) Number of electronic funds transfers	[a]	11 999	16 552

[a] Not indicated in the programme budget.

[b] These documents, which are not reports per se, but rather the Secretary-General's notes transmitting his or ACABQ's comments on relevant reports of the Joint Inspection Unit (JIU), were produced in accordance with the provisions of article 11 of the Statute of JIU, which requires the Secretary-General to transmit his comments or the comments of the Advisory Committee on Administrative and Budgetary Questions on relevant JIU reports to the General Assembly or, in the case of agencies, funds and programmes, to relevant organs. The function of preparing these or coordinating their preparation are a part of the liaison maintained during the biennium 1996-1997 at the Office of the Under-Secretary-General for Administration and Management in support of the internal and external oversight bodies, including JIU.

[c] Actions to open, close or amend panels.

Section 26B. Office of Programme Planning, Budget and Accounts

Selected output/services provided by the Office of Programme Planning, Budget and Accounts during the biennium 1996-1997

Output/service by subprogramme	*Programmed* 1996-1997	*Number provided* 1996	1997
1. Financial accounting and reporting			
(a) Parliamentary documentation			
(i) Financial reports of the Secretary-General to the General Assembly			
Financial reports to the General Assembly for the biennium	a	—	—
(b) Published material			
(i) Financial reports on trust funds and technical cooperation	a	286	286
(ii) Processing of accounting actions received from various departments and offices	a	358 602	537 902
(c) Number of staff processed on payrolls (includes United Nations, UNICEF, UNDP, UNFPA, United Nations Office for Project Services, inter-office voucher accounts and non-local mission staff)	a	13 930	13 587
(d) Management and coordination of all life, health, property and liability insurance activities			
(i) Negotiations of health and life insurance	a	8	8
(ii) Enrolment of staff (including retired staff) in:			
Medical and dental insurance	a	17 309	17 585
Life insurance	a	14 032	14 343
(iii) Purchase of renewal of major commercial insurance policies	a	18	15
(iv) Administration of insurance policies covering:			
The value of United Nations property	a	5	5
Third-party liability for 30,322 vehicles as well as aircraft leased by the Organization	a	2	2
Third party liability for leased aircraft	a	1	1
(e) Provision of Secretariat services to the United Nations Claims Board and Advisory Board on Compensation Claims (ABCC)			
(i) ABCC claims reviewed/processed	a	137	142
(ii) UNCB	a	65	83
2. Programme planning and budgeting			
(a) Parliamentary documentation			
(i) Medium-term plan for the period 1998-2001	1	1	—
(ii) Proposed outline of the programme budget for the biennium 1998-1999	1	—	1
(iii) Budget performance reports for the biennium 1996-1997	1	1	1
(iv) Reports of the Fifth Committee to the General Assembly on the programme budgets for the biennia 1994-1995 and 1996-1997	a	13	29
(v) Proposed programme budget for the biennium 1998-1999	a	—	1
(vi) Reports to the General Assembly on administrative and budgetary matters	a	10	11

Output service by subprogramme	Programmed 1996-1997	Number provided 1996	1997
(vii) Preparation of reports to ADVISORY COMMITTEE ON ADMINISTRATIVE AND BUDGETARY QUESTIONS	[a]	4	4
(viii) Preparation of statements of programme budget implications and revised estimates for the General Assembly, ECOSOC and their subsidiary bodies	[a]	34	27
(ix) Review of extrabudgetary cost plans and trust fund proposals	[a]	199	171
(x) Review of host country agreements concerning meetings	[a]	2	3
(xi) Issuance of allotment advices and staffing table authorizations	[a]	1 663	1 488
(xii) Review of agreements with donors	—	5	6
(xiii) Report to Committee on Conferences	—	—	1
3 Financial services relating to peacekeeping matters			
(a) Budget estimates and performance reports prepared	[a]	108	120
(b) Reports to intergovernmental bodies (General Assembly) and addenda to Security Council reports	[a]	68	51
(c) Issuance of			
(i) Letters to Advisory Committee On Administrative And Budgetary Questions	[a]	29	32
(ii) Allotments	[a]	277	237
(iii) Staffing table authorizations	[a]	82	81
(iv) Initiate payment to Governments	[a]	226	475
(d) Letters to troop-contributing Governments	[a]	394	381

[a] Not indicated in the programme budget

Section 26C. Office of Human Resources Management

Selected output/services provided by the Office of Human Resources Management during the biennium 1996-1997

Output service by subprogramme	*Programmed* 1996-1997	*Number provided* 1996	1997
1. Policy planning and analysis			
(a) Parliamentary documentation			
(i) Annual report to the General Assembly on the composition of the Secretariat	2	1	1
(ii) Annual report to the General Assembly on the staff list	—	1	1
(iii) Report on the implementation of the strategy for human resources management	—	1	—
(iv) Implementation of Performance Appraisal System	—	—	1
(v) Ratio between career and fixed-term appointments	—	—	1
(vi) Amendments to the staff rules	—	1	1
(vii) Costs and modalities of staff representational activities	—	—	1
(viii) Reform of the internal system of justice in the Secretariat	—	—	1
(b) Other documentation			
(i) Sexual harassment survey	—	—	1
2. Operational services			
(a) Recruitment			
(i) Long-term recruitment of professional staff subject to geographical distribution	110-125	81	79
(ii) Recruitment through national competitive examinations (number of candidates placed)	37	26 (P-2)	37 (P-2)
		3 (P-3)	6 (P-3)
(iii) Number of staff placed following examinations for promotion from the General Service category to the Professional category	16-13	17	13
(iv) Recruitment of General Service staff (and related categories)	42-50	94	141
(v) Short-term recruitment for conference and special services	466	543	613
(vi) Recruitment of Field Service staff for International Criminal Tribunal for Rwanda	[a]	83	61
(vii) Processing of special service agreements			
Consultants	[a]	597	780
Individual contractors	[a]	164	283
(b) Placement of staff from a roster of internal candidates			
(i) Professional and Higher categories	130-290	152	243
(ii) General Service and related categories	85-280	94	235
3. Specialist services			
(a) Staff administration			
(i) Parliamentary documentation			
Annual reports to the General Assembly on issues related to the Staff Regulations and Rules	[a]		

Output/service by subprogramme	Programmed 1996-1997	Number provided 1996	Number provided 1997
(b) Staff Regulations and Rules and other administrative issuances			
(i) Reports to the General Assembly	a	3	5
(ii) Revisions and amendments to the Staff Regulations and Rules	a	3	3
(iii) Administrative issuances	a	136	130
(iv) Interpretation of the Staff Regulations and Rules and administrative issuances (oral and written replies)	a	2 300	2 500
(c) Compensation and classification			
(i) Professional classification	a	685	407
(ii) General Service classification	a	312	535
(iii) Review of classification appeals:			
Professional	a	1	4
General Service	a	95	205
(iv) Reports to ICSC, ACABQ and CCAQ on compensation issues	a	26	29
(v) Issuance of administrative instructions and circulars related to salaries, allowances and other entitlements	a	19	22
(vi) Conduct of salary surveys:	a	6	4
Conduct of surveys related to the establishment of entitlements and conditions of service for peacekeeping missions (MSA)	—	4	3
4. Training			
(a) Management and supervisory training			
(i) People management training programme	—	367	519
Supervisory skills training	—	—	112
Collaboration/negotiation skills	—	199	343
(ii) Computer and related new technology training	a	6 775	6 461
(b) Language training			
(i) Number of participants by language			
Arabic	a	329	335
Chinese	a	173	176
English	a	428	574
French	a	1 291	1 246
Russian	a	312	308
Spanish	a	880	853
Total		3 413	3 492
(ii) Language proficiency, number of participants passed by language			
Arabic	a	4	11
Chinese	a	4	6
English	a	410	641
French	a	241	271
Russian	a	72	131
Spanish	a	120	159
Total		851	1 219

Output/service by subprogramme	Programmed 1996-1997	Number provided 1996	1997
(c) Communications skills		181	239
(d) Office skills training for General Service staff (number trained)	[a]		
(e) Training for peacekeeping missions (number trained)	[a]	22	37
(f) United Nations administration	[a]	37	147
(g) Orientation and induction course for new staff members (number of participants)	[a]	90	66
(h) Upgrading and updating substantive technical skills of staff	[a]	952	2 127
(i) Sabbatical programme	[a]	7	6
(j) Academic Council on the United Nations system/American Society of International Law summer workshop	[a]	5	5
(k) Training and retraining in substantive knowledge	[a]	—	—
(l) Refresher courses for translators, interpreters and other language staff	[a]	—	—
(m) Career support, including job search support, junior professional development programmes and career planning workshops	[a]	75	277
(n) Employee assistance			
(i) Consulting sessions	—	6 424	6 424
(ii) Pre-retirement programme	—	550	550
(iii) Mission readiness	—	38	0
5. Medical and employee assistance			
(a) Number of medical examinations			
(i) Full medical examinations	[a]	3 146	3 041
(ii) Medical consultations by physicians, nurses and medical consultants	[a]	42 302	44 661
(iii) Immunization, injections and electrocardiograms	[a]	5 642	7 480
(b) Medico-administrative activities			
(i) Medical files reviewed and analysed			
Medical clearances	[a]	28 667	24 450
Sick leave certifications	[a]	12 179	11 102
Medical evacuations	[a]	1 653	1 246
Pension disability cases	[a]	582	655
Medical compensation cases	[a]	460	425
Special dependency benefits and special education grants	[a]	211	392

[a] Not indicated in the programme budget.

Section 26D. Support services

Selected output/services provided by the Office of Conference and Support Services during the biennium 1996-1997

Output/service by subprogramme	*Progammed* 1996-1997	*Number provided* 1996	1997
1. Security and safety			
(a) Security services			
(i) Meetings covered	2 750	1 620	1 553
(ii) Special events and assignments covered	800	330	362
(iii) Security-related investigations	1 700	511	549
(b) Safety services			
(i) Safety-related investigations	720	615	575
(ii) Responses to emergencies	915	306	290
2. Electronic support services			
(a) Technological innovations			
(i) Computer-use-hours	19 852	8 910	8 019
(ii) Connect-hours	464 259	216 689	196 990
(iii) Number of jobs	1 177 909	485 922	437 330
(iv) Number of personal computers installed[a]	12 771	2 552	2 058
(v) Number of help desk calls[b]	24 463	8 305	6 943
(vi) Number of software packages supported[c]	300	315	315
(b) Telecommunications			
(i) Operator-assisted calls	700 000	261 128	251 430
4. Commercial, procurement and transportation services			
(a) Contracts negotiated	700	366	340
(b) Purchase orders processed	11 500	2 844	3 861
(c) Travel transactions processed[d]	120 000	44 604	48 224
(d) Incoming and outgoing shipments	28 000	19 823	19 680
5. Facilities management, maintenance and cnstruction			
(a) Facilities management and maintenance			
(i) Work orders completed	60 000	24 386	21 088
(ii) Alteration and improvement projects	15	8	13
(iii) Major maintenance projects supervised	25	21	17
(iv) Electrical construction projects	160	28	42
(b) Mail operations			
(i) Incoming and outgoing pouch bags	210 000	74 472	80 272
(ii) Pieces of incoming mail sorted	23 500 000	12 820 305	11 040 797
(iii) Pieces of outgoing postal mail dispatched	4 200 000	1 174 705	1 080 135
6. Archives and records management			
(a) Records management projects completed	—	32	23
(b) Consulting and training/records systems analysis			
(i) Briefings and demonstrations	—	—	15

Output/service by subprogramme	Progammed 1996-1997	Number provided 1996	1997
(ii) Secretariat records systems analysis	—	—	5
(iii) On-site systems implementation services	—	—	1
(c) Technical services provided	—	—	270
(d) Information technology research reports prepared	—	—	6
(e) Accession and disposal of paper-based and electronic records (linear feet)			
(i) Accessions	7 000	2 975	1 370
(ii) Disposals	6 000	1 435	4 800
(f) Reference services			
(i) Reference service requests	6 500	3 440	8 620
(ii) Reproduction furnished	30 000	18 000	20 700

[a] Number of personal computers installed dropped owing to decentralization of computer procurement.

[b] Number of Help Desk calls dropped owing to the lack of Help Desk staff.

[c] The number of software packages supported each year is essentially the same and is not cumulative.

[d] The temporary suspension of travel during 1996-1997, a serious reduction in peacekeeping and the inclusion of as many as 40 travellers on one travel document in the area of peacekeeping has affected the number of transactions while the actual workload of the Travel Section remains unchanged.

Section 26E. Conference services

A. Conference services, New York

Selected output/services provided by conference services, Headquarters, during the biennium 1996-1997

Output service by subprogramme	*Programmed*	*Number provided*	
	1996-1997	*1996*	*1997*
1. Editorial and official records services (thousands of words)			
(a) Editing			
(i) Pre-editing	32 700	14 143	14 230
(ii) Official records editing	62 100	77 172	31 730
Total	**94 800**	**91 315**	**45 960**
(b) Text-processing			
(i) Staff:			
Arabic	56 600	25 310	25 635
Chinese	53 700	23 734	25 515
English	42 100	16 860	18 304
French	53 600	26 203	27 068
Russian	54 600	23 029	24 933
Spanish	58 200	28 959	29 494
Subtotal	**318 800**	**144 095**	**150 949**
(ii) Contractual[a]	58 000	18 898	22 650
Total	**376 800**	**162 993**	**173 599**
2. Meeting, interpretation and verbatim reporting services			
(a) Number of meetings serviced:			
(i) Meetings with interpretation	7 000	3 376	3 508
(ii) Meetings without interpretation	2 700	1 883	1 950
(iii) Interpreter assignments	80 000	36 788	38 317
(iv) Meetings with verbatim records	710	299	301
3. Translation services			
Workload statistics for translation and revision			
(a) Staff:			
Arabic	35 700	14 674	15 156
Chinese	33 900	14 009	14 733
English	8 100	3 022	2 936
French	33 800	14 784	14 847
Russian	34 500	13 969	14 791
Spanish	36 700	15 536	14 923
Subtotal	**182 700**	**75 994**	**77 386**

Output/service by subprogramme	Programmed 1996-1997	Number provided 1996	1997
(b) Contractual			
(i) Contractual translation funded by Conference Services	35 000	12 144	15 382
(ii) Contractual translation funded by other offices	5 000	734	555
Subtotal	**40 000**	**12 878**	**15 937**
Total	**222 700**	**88 872**	**93 323**
(c) German (extrabudgetary)	1 500	843	861
4. Publishing services			
(a) Reproduction (in thousands of impressions)	1 605 900	553 064	572 553
(b) Distribution (in thousands of items)	136 000	44 322	44 378

[a] Includes work performed on a reimbursable basis

Section 26E. Conference services

B. Conference and library services, Geneva

Selected output/services provided by conference and library services, Geneva, during the biennium 1996-1997

Output/service by subprogramme	*Programmed*	*Number provided*	
	1996-1997	*1996*	*1997*
1. Editorial and official records services (thousands of words)			
(a) Editing			
(i) Staff	27 100	9 010	9 397
(ii) Contractual[a]	900	—	432
Total	**28 000**	**9 010**	**9 829**
(b) Text-processing			
(i) Staff:			
Arabic	[b]	11 676	11 278
Chinese	[b]	10 264	9 060
English	[b]	12 183	13 237
French	[b]	21 839	25 557
Russian	[b]	18 408	20 428
Spanish	[b]	13 236	18 443
Subtotal	**237 300**	**87 606**	**98 003**
(ii) Contractual[c]	16 790	5 742	9 050
Total	**254 090**	**93 348**	**107 053**
2. Meeting, interpretation and verbatim reporting services			
(a) Number of meetings serviced:			
(i) With interpretation	6 150	2 859	2 571
(ii) Without interpretation	7 800	4 139	4 688
Total	**13 950**	**6 998**	**7 259**
3. Translation services			
Workload statistics for translation and revision			
(a) Staff:			
Arabic	[b]	6 851	6 985
Chinese	[b]	5 949	5 541
English	[b]	4 099	4 641
French	[b]	11 714	12 158
Russian	[b]	11 514	13 294
Spanish	[b]	7 973	10 499
Subtotal	**109 800**	**48 100**	**53 118**
(b) Contractual[a]	9 000	3 889	3 978
Total	**118 800**	**51 989**	**57 096**

Output/service by subprogramme	*Programmed*	*Number provided*	
	1996-1997	*1996*	*1997*
4. **Publishing services**			
(a) **Reproduction (in thousands of impressions)**	605 000	290 972	254 049
(b) **Distribution (in thousands of items)**	50 000	16 558	16 189
5. **Library information services**			
(a) **Published materials**			
(i) **Recurrent publications and CD-ROMs**	[b]	69	72
(ii) **Non-recurrent publications/products**	[b]	2	3
Total		71	75
(b) **Selection of the materials for the library's collection**			
(i) **Books, CD-ROMs and multimedia items purchased**	2 390	2 099	4 489
(ii) **Gifts and exchanges**	1 958	1 550	3 508
Total	4 348	3 649	7 997
(c) **Acquisition of documents and publications**			
(i) **Periodicals, newspapers and microforms**	90 059	81 509	171 568
(ii) **United Nations system documentation and microforms**	115 838	104 445	220 283
Total	205 897	185 954	391 851
(d) **Information processing of collection materials**			
(i) **Cataloguing records (monographs and serials)**	8 438	8 749	17 187
(ii) **Indexing (United Nations documents)**	5 244	4 305	9 549
(iii) **Indexing (periodical articles)**	3 285	3 359	6 644
Total	16 967	16 413	33 380
(e) **Implementation of user requests for information**			
(i) **Reference questions**	37 375	51 945	89 320
(ii) **Geneva Library users (all services)**	63 322	75 656	138 978
(f) **Usage of library collections at the United Nations Office at Geneva (books, serials, Government documents and United Nations system publications)**			
(i) **Loans**	22 978	23 303	46 281
(ii) **Reading room usage**	109 190	119 202	228 392
(iii) **Serials circulation**	34 849	33 407	68 256
Subtotal	167 017	175 912	342 929
(iv) **Photocopying services**	897 852	911 303	1 809 155
Total	1 064 869	1 087 215	2 152 084

[a] The financial provision for these contractual services is made under the Office of the Director.

[b] Not given in the programme budget.

[c] The methodology for computing text-processing statistics has been adjusted to promote standardization of statistics between different conference centres.

Section 26E. Conference services

C. Conference and library services, Vienna

Selected output/services provided by conference and library services, Vienna, during the biennium 1996-1997

Output service by subprogramme	*Programmed*	*Number provided*	
	1996-1997	*1996*	*1997*
1 Editorial and official records services (thousands of words)			
(a) Editing	5 388	2 708	1 878
(b) Text-processing	48 871	27 967	22 190
2 Meeting and interpretation services			
(a) Meetings serviced	2 930	1 092	1 152
(b) Interpreter-days	5 552	2 645	2 208
3 Translation services			
(a) Translation (in thousands of words)	21 554	11 838	9 643
(b) Contractual	3 009	1 331	3 026
Total	**24 563**	**13 169**	**12 669**
4 Publishing services			
(a) Reproduction (in thousands of impressions)	78 819[a]	31 473	28 680
(b) Distribution (in thousands of items)	4 646	2 146	1 716

Section 26. Administration and management

26.1 With reference to conference services in New York, outputs programmed for the biennium 1996-1997 were estimated at the time of the preparation of the proposed programme budget for that biennium, i.e., at the beginning of 1995, and they were determined using projections reflecting the rising trends in the demand for conference services prevailing at the time.

26.2 During the biennium 1996-1997, those projections were confirmed by the volume of services provided in the areas of meetings and interpretation, where actual outputs virtually reached the programmed levels. The biennium, however, witnessed a reversal of the longstanding trend towards higher volumes of documentation in general and, in particular, a reduction in the volume of non-parliamentary materials, i.e., publications and public information products, submitted for processing by conference services.

26.3 There were also delays in the processing of documentation not required for meetings, in particular meeting records, resulting from economy measures aimed at maintaining a high vacancy rate and at reducing expenditures in contractual services, temporary assistance and overtime. Furthermore, during the first half of 1996, because of the cash flow crisis faced by the Organization, funding originally earmarked for the contractual translation and contractual text-processing of publications was frozen as priority was given to the handling of pre-session documents needed for meetings. Work on publications did not resume until early 1997. This explains the difference between programmed and actual outputs in contractual translation and contractual text-processing.

26.4 In addition to lower demand, outputs in the areas of reproduction and distribution reflect the results achieved by means of deliberate actions aimed at reducing the volume of printed material. The number of copies of documents kept in stock and distributed within the Secretariat and in meeting rooms was curtailed. Member States were asked to review their requirements and print runs were adjusted in accordance with the feedback received. The reduction in paper output was, in part, possible thanks to wider access to the optical disk system.

26.5 In the area of official records editing, a very large volume of documentation whose editing had begun in earlier years was completed in 1996. The fact that actual outputs during 1996-1997 would in general be lower than originally foreseen was reflected in 1997 in the statistical information included in section 27E of the proposed programme budget for 1998-1999.

26.6 During the biennium 1996-1997, in the editorial and official records services of conference and library services at Geneva, one of the main objectives had been the control and limitation of documentation. Stricter compliance with General Assembly resolutions and the Secretary-General's instructions on documentation have permitted an important reduction in the workload performed (121 million of words translated/revised during the biennium 1992-1993 compared to 101 million for the biennium 1996-1997). In addition, during this period, the problem of documentation backlog was solved through better control and management.

26.7 The number of meetings serviced during the reporting period has been stable. Applications of information technology such as teleconferencing have been initiated for small administrative meetings.

26.8 By the end of 1997, the translation services in Geneva had been fully equipped for achieving a high standard of quality of work permitting a simultaneous distribution of documents in all official languages. The electronic transfer of documents has been improved

and extended. Remote translation has been used for conferences and meetings held away from Geneva (Beijing, 1995; Istanbul, 1996; Bonn, Nairobi, Rome and Kyoto in 1997) resulting in savings in travel and daily subsistence costs.

26.9 The plan of action to control and limit documentation has had an important impact on the workload of publishing services in Geneva. A reduction in the roll figure for reproduction has generated an important reduction in the workload of this section (approximately 654 million page impressions during the biennium 1992-1993 compared to approximately 545 million for the biennium 1996-1997). A complete review of the distribution list has permitted a reduction in the workload from approximately 50 million items distributed during the biennium 1992-1993 compared to some 33 million distributed during for the biennium 1996-1997. This review has been supplemented by a review of present practices in the stocking of documents with a view to eliminating stocks held in departments and in the Conference Services Division at Geneva. Direct access to official United Nations documents by United Nations officials and officials of permanent missions (34 as at the end of 1997) is now possible and has reduced the volume of documents needed. The Sales Unit (previously part of publishing services) was redeployed to DPI.

26.10 The Geneva Library implemented the principal objectives specified in the medium-term plan 1992-1997 by rendering quality services to its users, by enhancing its book and periodical collections, by refining its automated information managements systems, by consolidating its technological infrastructure and by producing published and electronic bibliographical tools for its official and global research clientele. User services were a high priority concern and the results achieved can be measured by comparing the major statistical indicators for the last few biennia to note the overall rise in the number of library users, the quantity of reference questions handled and the usage of library collections. Because of internal budgetary restrictions and external price increases in the book trade, the Library's acquisitions programme was severely restrained, book and periodical purchases were curtailed and collections were limited to include only the most essential selections. The Geneva Library's automated information management structures were refined by tailoring the specifications of its Universal Real-time Information Control Administration (URICA) integrated system to allow it to perform technical processing functions for the coordination of library acquisitions, cataloguing, serials processing, loans and on-line public access catalogue applications. The Library's technological infrastructure was consolidated through the acquisition of electronic equipment, including personal computers, printers, a CD-ROM infoserver and the development of its cyberspace environment. Published and electronic bibliographical tools, including the UNBIS database, "Human Rights on CD-ROM", the Library's Internet home page and indexing optical disk system (ODS) for documentary storage and information retrieval were developed to satisfy the needs of the Library's official and global research clientele.

26.11 Under the current arrangements for conference services in Vienna, a common interpretation service is provided by the United Nations to the International Atomic Energy Agency (IAEA), the United Nations Industrial Development Organization (UNIDO), the Comprehensive Test Ban Treaty Organization and joint meetings and language and documentation services to UNIDO and CTBTO. IAEA continues to provide library and printing services to the Vienna International Centre organizations.

26.12 The computer-based Document Recording, Information and Tracking System (DRITS) have not been extended to the United Nations Office at Vienna. However, during the biennium 1996-1997, the United Nations Office at Vienna converted the existing computerized documents control system, which had been in existence since 1980, from a mainframe-based to a LAN-based Paradox system. The new system (Documents Control

and Performance Monitoring System (DCPMS)), has the functionality of DRITS as well as performance monitoring capabilities. It also provides the statistical basis for management decisions, financial accounting and budgeting.

26.13 ODS was expanded to include Vienna, which went on-line in April 1997. During the biennium, work began on converting computer-based reference and terminology data bases from the UNIDO mainframe to the LAN-based system and all language staff have access to databases through personal computers. Training has been carried out.

26.14 As envisaged in the medium-term plan, increased use is being made of the LAN to transmit, retrieve and store documents. Computer-generated electronic word counts are used for all documents (with the exception of hand written changes), allowing more accurate statistical reporting.

26.15 Over the biennium 1996-1997, technological innovations have had full effect on the planning, coordination and servicing of meetings at Vienna. The processing of forms and requests for services has not only been computerized by the use of electronic mail but is also accessible via the Vienna Intranet.

26.16 Greater reliance has been placed on contractual translation, which had dropped from 17.3 per cent during the biennium 1992-1993 to 6.7 per cent during the biennium 1994-1995. During the biennium 1996-1997, the figure was 18 per cent. A quality control system has been introduced to ensure that contractors meet established United Nations standards. The Contractual Translation Unit is equipped for electronic communication with contractors. Thus, during the biennium 1996-1997, the United Nations Office at Vienna was able to cover in-session translation into English contractually for some meetings, eliminating the need for non-local temporary staff. In order to ensure regular capacity in contractual translation, the Office has entered into retainer agreements with some contractors.

Section 29. Office of Internal Oversight Services

Selected output/services provided by the Office of Internal Oversight Services during the biennium 1996-1997

Output service by subprogramme	Programmed 1996-1997	Number provided 1996	1997
Parliamentary documentation			
(i) Annual analytical and summary report to the General Assembly on activities of the Office of Internal Oversight Services	2	1	1
1. Evaluation			
(a) Parliamentary documentation			
(i) In-depth evaluation reports and triennial follow-up reviews	8	3	3
(ii) Biennial report on strengthening the role of evaluation	1	1	—
2. Audit and management consulting			
(a) Internal oversight services			
(i) Audit of the system of internal controls, payroll and personnel management, staff costs and allowances, procurement and inventory controls, liabilities, income and expenditure	[a]	51	62
(ii) Audit of peacekeeping operations	[a]	40	44
(iii) Management audits; reviews and surveys identifying management problems/deficiencies	30[b]	10	7
(iv) Electronic data-processing audits	20[b]	5	8
3. Monitoring and inspection			
(a) Parliamentary documentation			
(i) Report on the programme performance of the United Nations for the biennium 1994-1995 to the General Assembly	1	1	—
(b) Internal oversight services			
(i) Inspections	6	4	1
Follow-up to recommendations emanating from inspections	[a]	—	4
(ii) Biennial monitoring of programme implementation (1996-1997)	[a]	1	1
4. Investigations			
(a) Internal oversight services			
(i) Investigation of individual cases	190[b]	—	310
(ii) Analysis of systems of control to assess the potential for fraud and other violations	[a]	—	2
(iii) Preparation of a manual for setting out the operational standards and guidelines of the Unit	1	—	1

[a] Not indicated in the programme budget.

[b] Approximately.

Section 29. Office of Internal Oversight Services

29.1 In spite of its operational independence, the Office of Internal Oversight Services could not avoid being affected by the precarious financial situation of the Organization during the reporting period. Several established and new posts in the Audit and Management Consulting Division, the Central Monitoring and Inspection Unit and the Investigations Unit were frozen for more than half the biennium. This high vacancy rate could not help but have an impact on the planned activities of the Office.

29.2 The above notwithstanding, the Office has implemented a substantial number of diverse activities in the areas of audit, monitoring, inspection, evaluation and investigation. A summary of the work undertaken is presented hereunder.

29.3 Several in-depth evaluations were carried out for the Department of Public Information (DPI), peacekeeping operations: termination phase, statistics, and the Department of Humanitarian Affairs (DHA). Furthermore, triennial reviews relating to the Office of the United Nations High Commissioner for Refugees (UNHCR) and social development programme were produced as well as a biennial report on strengthening the role of evaluation. In addition, the guidelines for programme monitoring and evaluation were prepared. In this connection, a workshop on programme monitoring and evaluation was also carried out at ESCAP in 1997.

29.4 The audit work undertaken covered the United Nations Office at Geneva, the United Nations Office at Vienna, the United Nations Office at Nairobi, the regional commissions, UNHCR, the United Nations Drug Control Programme, the United Nations Environment Programme (UNEP), the United Nations Centre for Human Settlements (UNCHS), the Centre for Human Rights, the United Nations Conference on Trade and Development (UNCTAD) and the International Trade Centre (ITC). All peacekeeping operations were also audited and the large peacekeeping missions were continuously audited by resident auditors. In addition, management audits were conducted including major reviews and surveys of peacekeeping operations, technical cooperation projects and humanitarian assistance programmes. In view of the complexity and size of some of these assignments and the delayed recruitment of the Chief of the Audit and Management Consulting Division, the delivery was lower than expected. Out of 20 planned electronic data processing audits, only 13 were conducted. Understaffing of the Electronic Data Processing Audit Section and the resources dedicated to the ongoing review of the Integrated Management Information System (IMIS) project have contributed to the difficulty of meeting the targets. In total, 227 audits concerning the system of internal controls, payrolls and personnel management, staff costs and allowances, procurement and inventory controls, assets, liabilities, income and expenditure were conducted. The number exceeded the planned target of 200.

29.5 The work in the areas of monitoring and inspection consisted of five inspection reviews relating to the United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA), the United Nations Centre for Human Settlements, UNEP, ITC and the Crime Prevention and Criminal Justice Division. A high vacancy rate did not permit the intensification of inspection activities as planned. In addition, in order to ascertain the degree of departmental compliance with recommendations emanating from the inspection reports of the Office, a set of benchmarks was established for the departments that have been inspected and follow-up inspection reviews were conducted to assess the progress made towards implementing the recommendations of the Office at UNCTAD, the Centre for Human Rights, the Economic Commission for Europe (ECE) and the Economic and Social Commission for Western Asia (ESCWA). Furthermore, the Secretary-General's report on programme performance of the United Nations during the biennium 1994-1995 was

produced and the monitoring of the programme performance for the biennium 1996-1997 proceeded throughout the biennium.

29.6 Under the subprogramme on investigations, 359 cases were reported, which far exceeded the projected number of cases anticipated, and 310 were completed during the biennium. Some of those completed cases were on reports received in the previous biennium as it is not possible to clear each year's caseload within the year. The number of reports received declined in 1997 from their level in 1996 owing to the reduction in the number of personnel grievances presented to Office of Internal Oversight Services. On the other hand, many of the cases received recently seem to be more complex and time-consuming. From the establishment of the Office of Internal Oversight Services in September 1994 through 31 December 1997, a total of 634 reports were received. In addition, an Investigation Manual was completed and posted on the home page of the Office on the Internet.